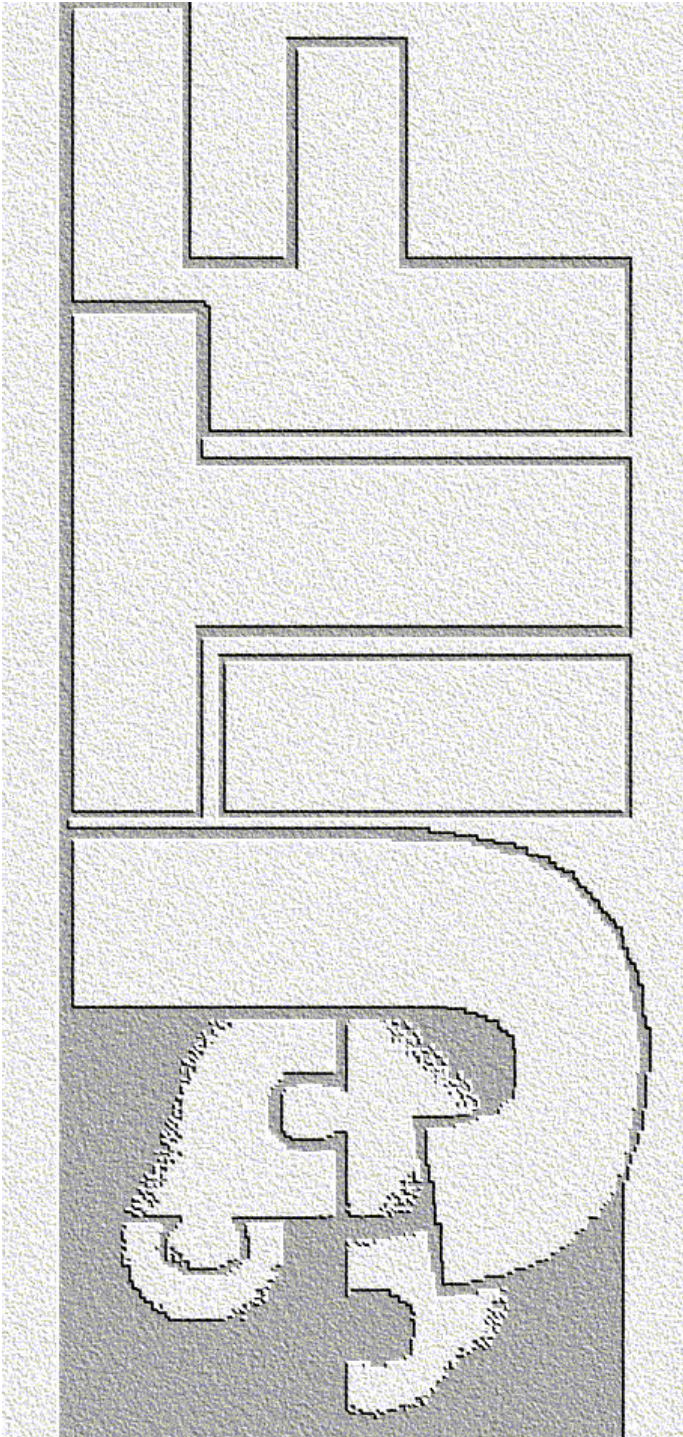


# 3rd Quarter FY2001

## **Performance Measurement 3rd Quarter - Fiscal Year 2001**

**at the Joint Integration Test Facility**





# JITF Performance Measurement

- Test Reports Used in this Quarter
- Performance Measures related to Enterprise Goals
- *Measure 1.A. – Customer Surveys*
  - *Data results*
  - *Sample Surveys*
- *Measure 1.B – Timeliness of Test Reporting*
  - *Draft Test Report Results*
  - *Final Test Report Results*
  - *Virtual Test Folder Results*
- *Measure 2.A – Requirements Met*
  - *Compliance Test Results*
  - *Year 2000 Test Results*
- *Measure 2.B – Requirements Not Met*
  - *Documentation, Installation, Environment, Operation, Graphic User Interface, Security, and Year 2000 - Quantified*
  - *Documentation, Installation, Environment, Operation, Graphic User Interface, Security, and Year 2000 - Pass/Fail Ratio*
- *Measure 3.A – Schedule Volatility*
  - *Schedule Optimization*
  - *Intelligence Mission Application movement on Schedule*
- *Measure 3.B – Comments Against Test Report*



## Test Reports Used in this Quarter

- The following are the test reports used in this calendar quarter for all measurements\*:

- AFDIv1.1.0.1 (04-May-01)
- CSPv5.7 (17-Jul-01)
- FHv3.0 (14-May-01)
- ISSEGuardV3.2 (01-May-01)
- JATSv1.2PFforWebv4.4 (27-Jun-01)
- JDISSv3.3.1 (01-Jun-01)
- MTIXv1.0 (07-Jun-01)
- PFPortalv1.0 (27-Jun-01)
- TEL-SCOPEv3.1 (01-May-01)

\* The schedule volatility measurement uses these IMAs and others which were not completed in this quarter.



# Performance Measurement Plan

Establishes six measurements based on goals of the enterprise:

- Goal 1 – Maximize Customer Satisfaction
  - *Measure 1.A – Customer Surveys*
  - *Measure 1.B – Timeliness of Test Reporting*
- Goal 2 – Increase quality of Intelligence Mission Applications (IMA)
  - *Measure 2.A – Requirements Met*
  - *Measure 2.B – Requirements Not Met*
- Goal 3 – Maximize Efficiency
  - *Measure 3.A – Schedule Volatility*
  - *Measure 3.B – Comments Against Test Report*

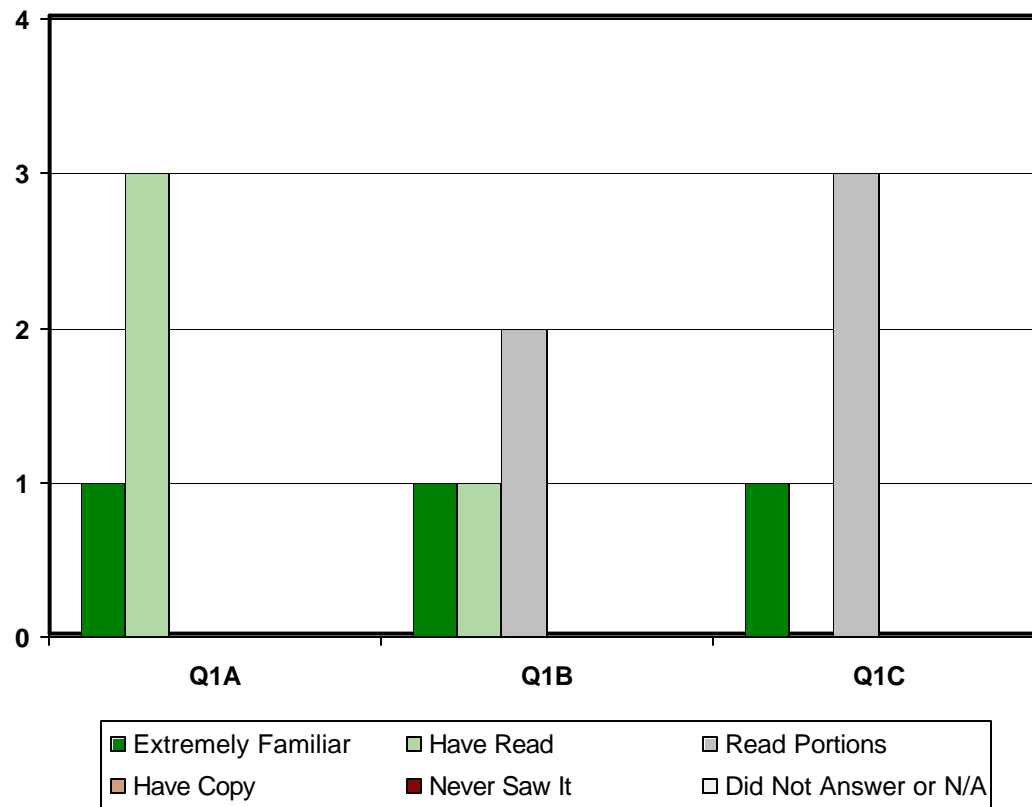


# Measure 1.A. – Customer Surveys

## PMO Survey Results - Section 1



### Survey for PMOs - Document Familiarity



Please rate the degree of familiarity you have with each of the following documents:

**Q1a. Entrance and Exit Criteria for JITF Integration Testing**

**Q1b. JITF DoDIIS Integration Requirements and Evaluation Procedures**

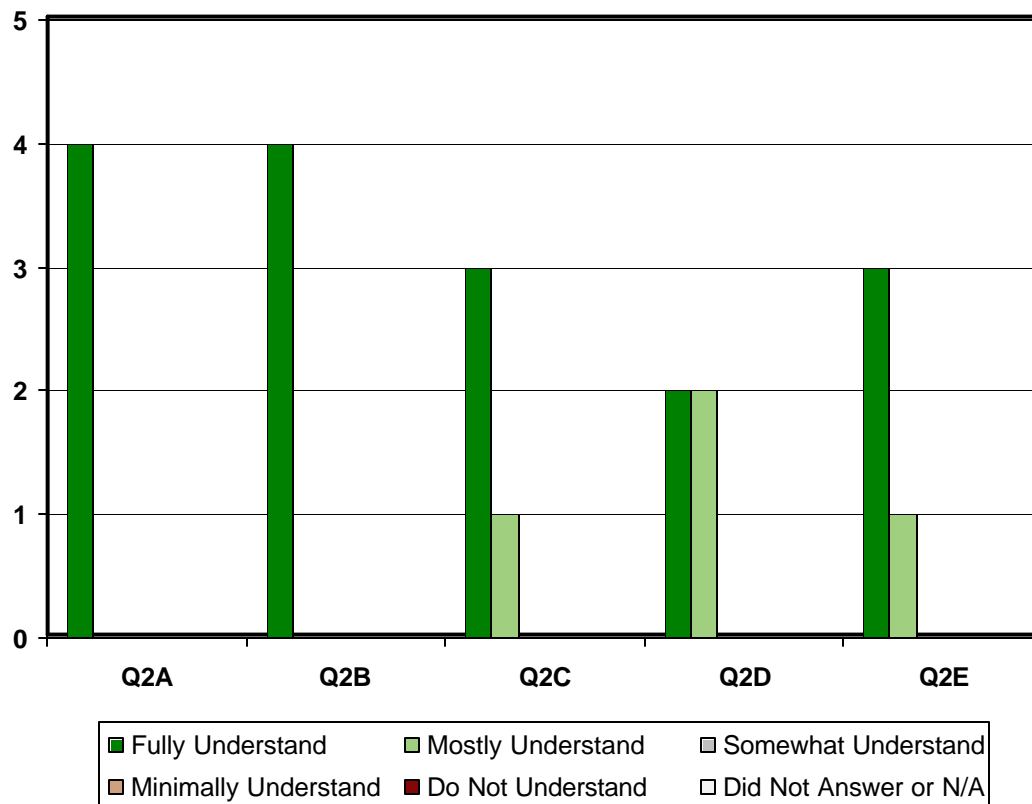
**Q1c. Department of Defense Intelligence Information Systems (DoDIIS) Instructions**

# Measure 1.A. – Customer Surveys

## PMO Survey Results - Section 2



### Survey for PMOs - Integration Testing Familiarity



Please rate your familiarity with the Integration Testing:

**Q2a. I understand the items that must be delivered to the JITF prior to testing.**

**Q2b. I understand the deadlines for submission of items to the JITF prior to testing.**

**Q2c. I understand the criteria for successful completion of JITF integration testing.**

**Q2d. I understand the impact codes used in the testing process.**

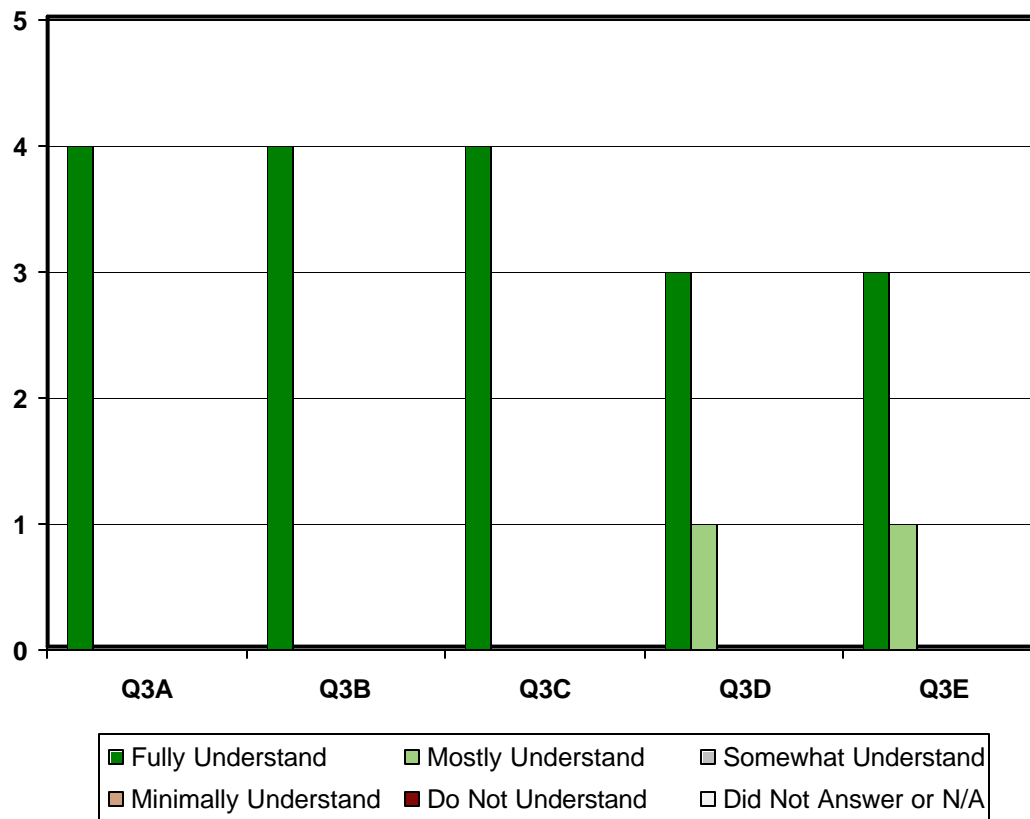
**Q2e. I understand the role of the JITF in the DoDIIS IMA certification process.**

# Measure 1.A. – Customer Surveys

## PMO Survey Results - Section 3



### Survey for PMOs - Test Report Familiarity



Please rate your familiarity with the JITF Test Report:

**Q3a. I will receive a Draft JITF Test Report within 5 working days after completion of the testing.**

**Q3b. I will be able to recommend changes to the draft within the first 2 working days of receipt.**

**Q3c. The Final JITF Test Report will be completed and filed with CM within 10 working days following completion of testing.**

**Q3d. The Final JITF Test Report will be posted on the Virtual Test Folder (VTF) intelink website within 20 days of testing.**

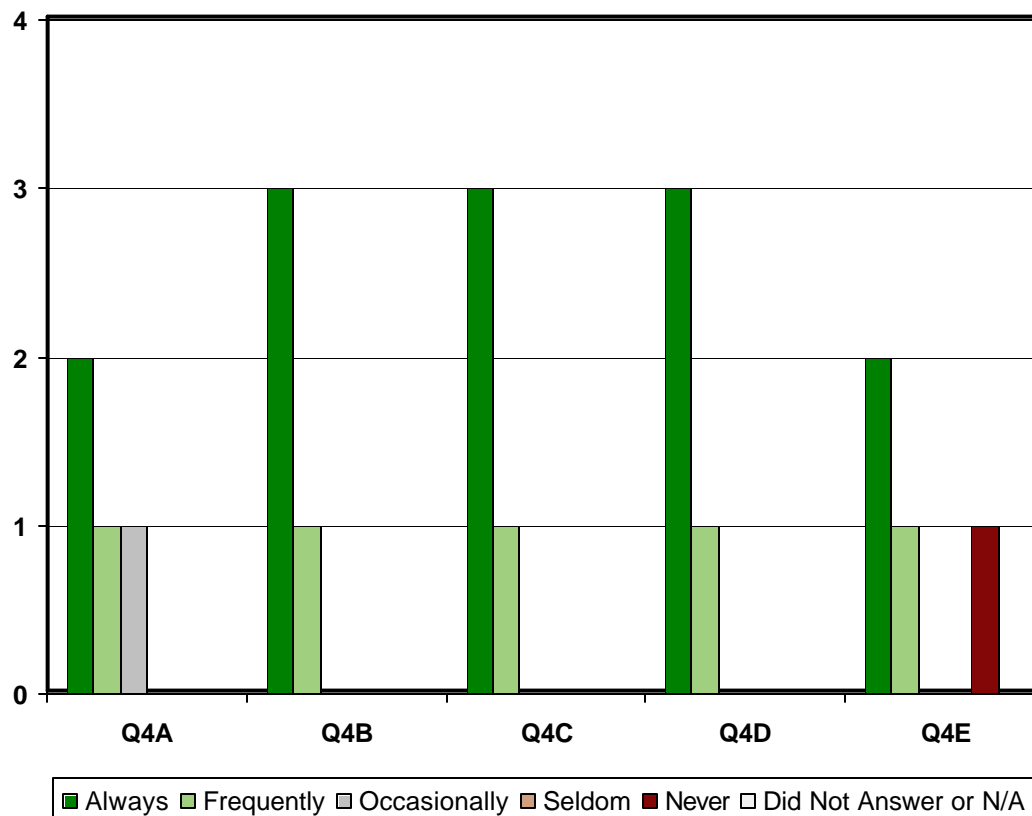
**Q3e. Interested parties may have access to the Final Test Report via CM or the VTF.**

# Measure 1.A. – Customer Surveys

## PMO Survey Results - Section 4



### Survey for PMOs - Satisfaction Levels



Please rate your degree of familiarity with the DoDIIS certification process:

**Q4a. The JITF staff answered my technical questions about the testing process to my satisfaction.**

**Q4b. The JITF staff provided all information necessary for the testing to begin (document references, timelines, requirements, etc.).**

**Q4c. The JITF staff provided me with all the appropriate points-of-contact in the event of delay, problems, questions, etc.**

**Q4d. The JITF staff provided references to findings during the testing process (i.e., cross-mapped finding to requirement.**

**Q4e. The JITF staff explained the impact of findings that I questioned during the testing.**



# Measure 1.A. – Customer Surveys

## Response Rate



### TEST EVENT

### Survey Returned?

• AFDIv1.1.0.1 (04-May-01)	yes
• CSPv5.7 (17-Jul-01)	yes
• FHv3.0 (14-May-01)	yes
• ISSEGuardV3.2 (01-May-01)	yes
• JATSV1.2PFforWebv4.4 (27-Jun-01)	no
• JDISSv3.3.1 (01-Jun-01)	no
• MTIXv1.0 (07-Jun-01)	no
• PFPportalv1.0 (27-Jun-01)	no
• TEL-SCOPEv3.1 (01-May-01)	no

**Response Rate:**

**44.44%**

# Measure 1.A. – Customer Surveys

## Comments on Surveys



- Survey Comments This Quarter:
  - I am pleased with the support provided by the JITF staff. This process provided a means to ensure the FORMMS & HARMONY applications were ready for beta ii testing. I appreciate the opportunity to retest in the timeframe provided.
  - Two items which seem strange are those which seem to indicate that compliance with integration requirements needs to be explicitly spelled out in program documentation. Specifically, the ability of an application to share a workstation with other workstations, and the lack of additional operating system packages required for installation.

It would seem that if these are requirements, that they should not have to be explicitly spelled out. And if they do have to be spelled out, why are they special among integration requirements? Should every requirement have explicit claims in the installation documents?
- Each bullet indicates a separate survey. (continues on next slide...)

# Measure 1.A. – Customer Surveys

## Comments on Surveys



- Survey Comments This Quarter:

- I'm not sure of the point of this survey. Except for the very last section, this survey evaluates me, not the JITF.

Recommendations:

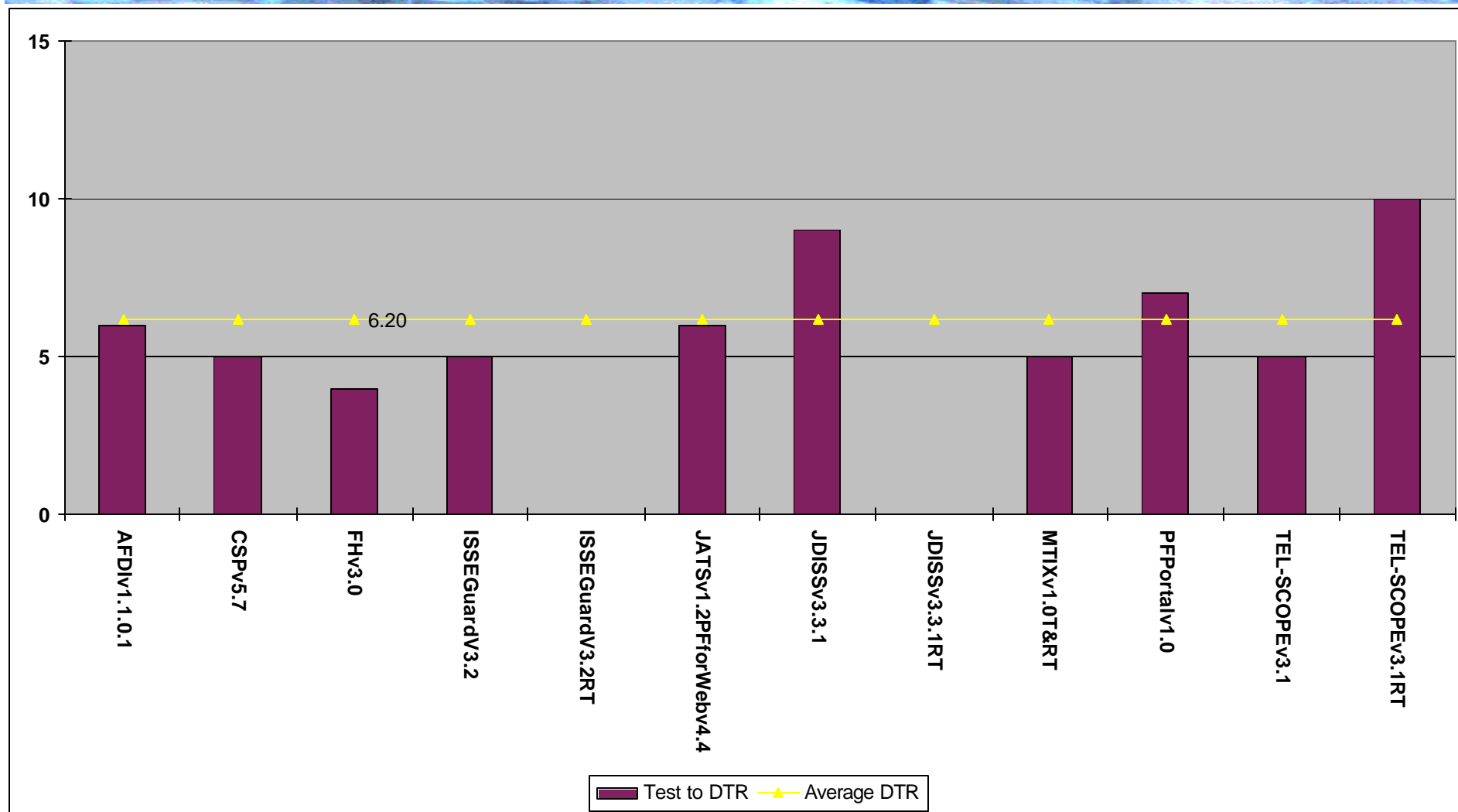
1. Identify a process for resolution when the PMO and JITF cannot agree on the interpretation of a requirement.
2. Move Sections 2 to an appendix. The only section anyone cares about is 3, why make them hunt for it.
3. Move all Sections 10 & 12 (closed PRs & DRRs) to an appendix or delete them altogether. No one cares. As one person pointed out, "What are they doing, going for the Chicago Yellow Pages award"?
4. Make room on the VTF for a PMO "retort" to the test report. The world should be able to see the PMO's opinion of the JITF and their test report. I am sure the JITF is thick-skinned enough to handle any scathing reports that might be posted.

- Keep up the good work. You're all doing a fine job!!

- Each bullet indicates a separate survey.

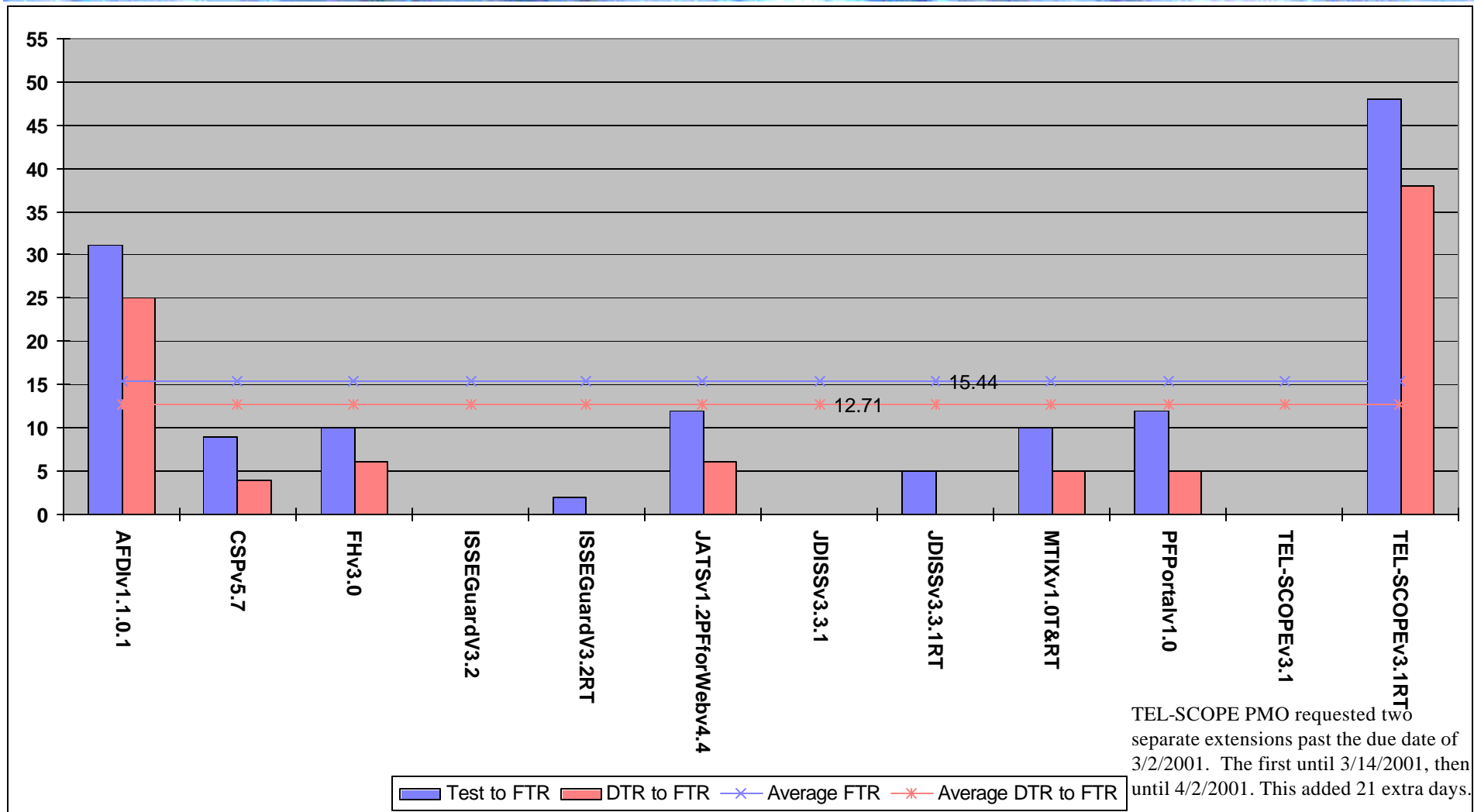


## Measure 1.B. – Timeliness of Test Reporting: DRAFT



Goal is **5 days** from the end of testing to the release of the draft Test Report.

# Measure 1.B. – Timeliness of Test Reporting: FINAL



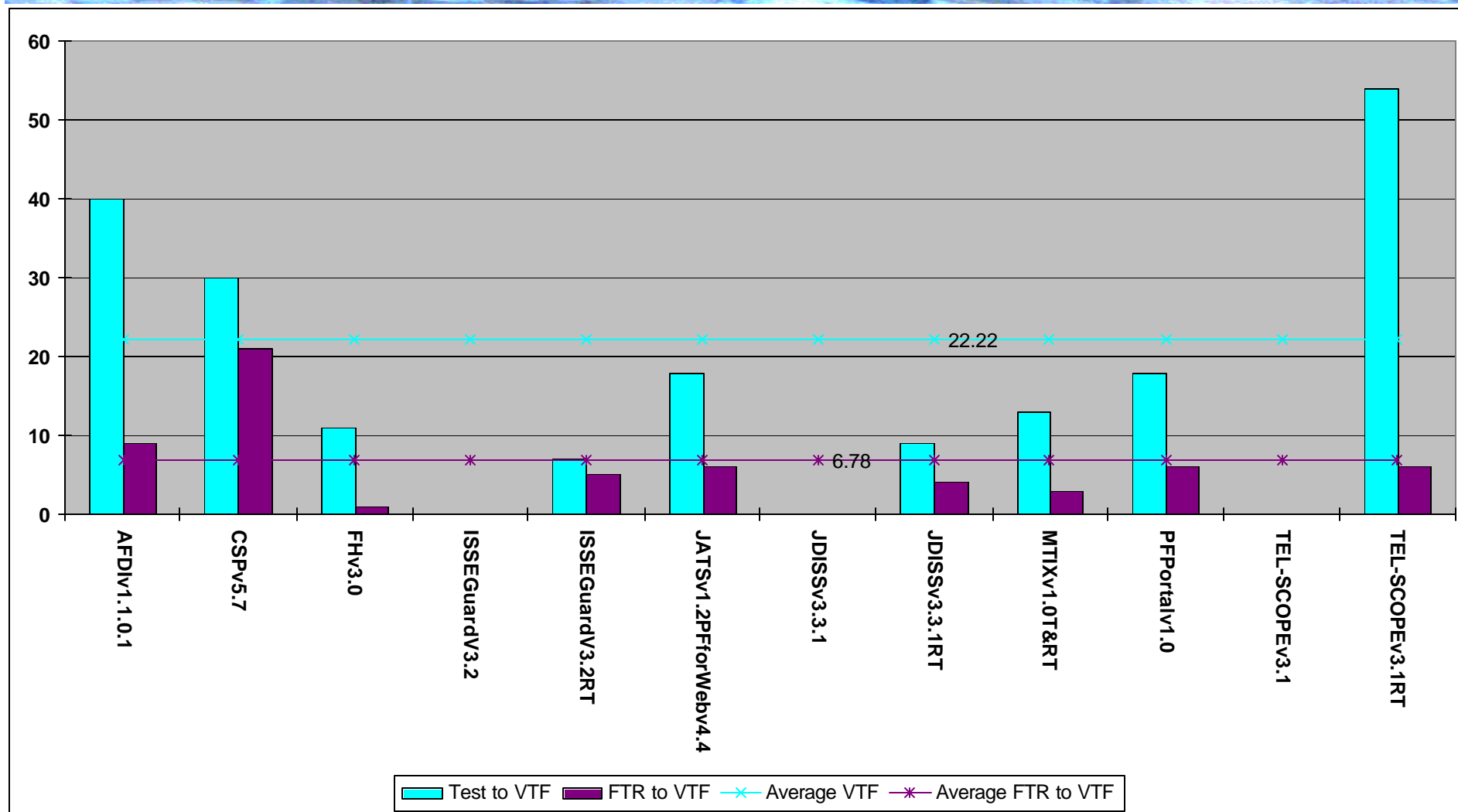
Blue goal is 10 days.

Orange goal is 5 days.





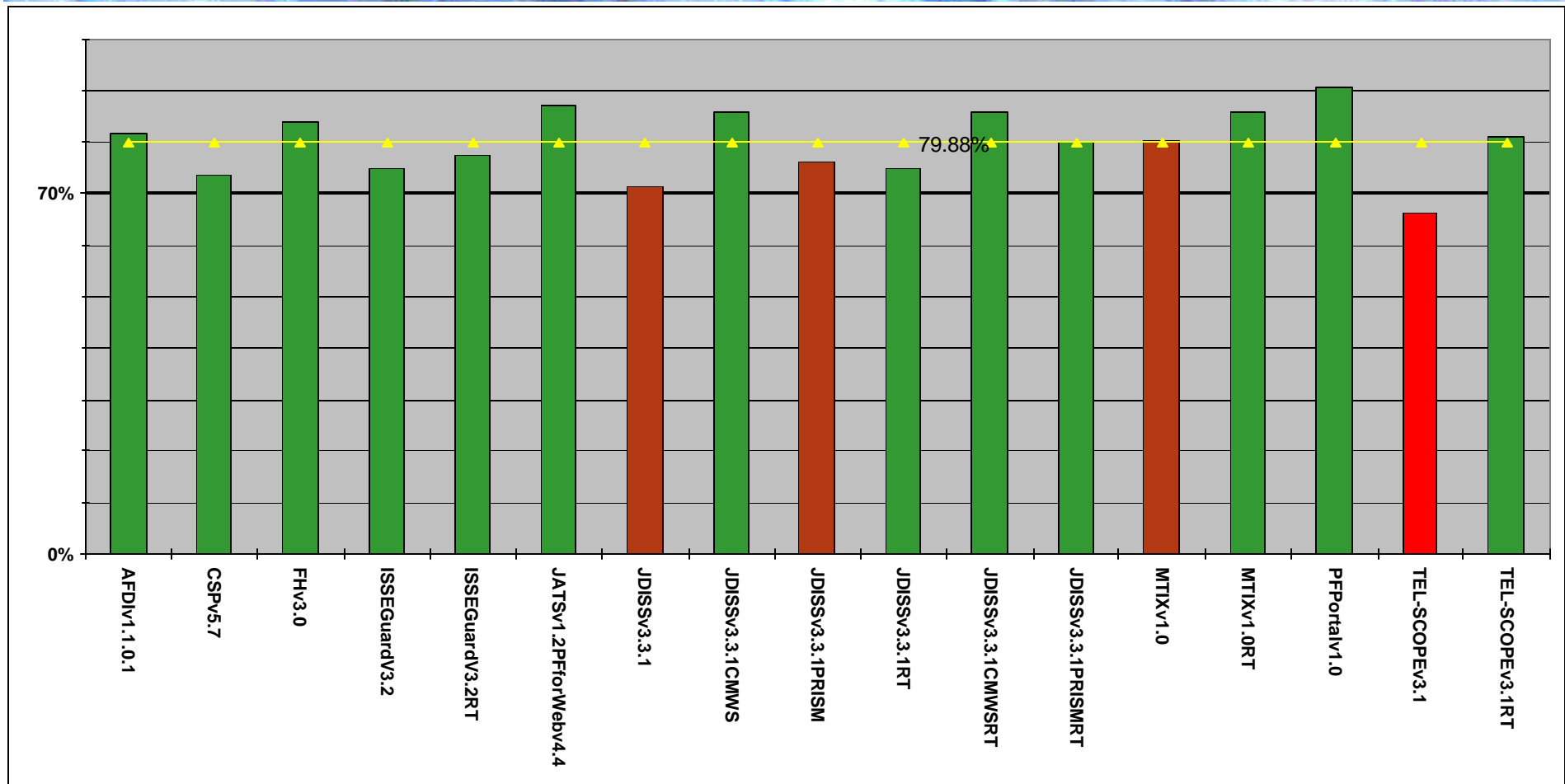
## Measure 1.B. – Timeliness of Test Reporting: VTF



Aqua-blue goal is 20 days.

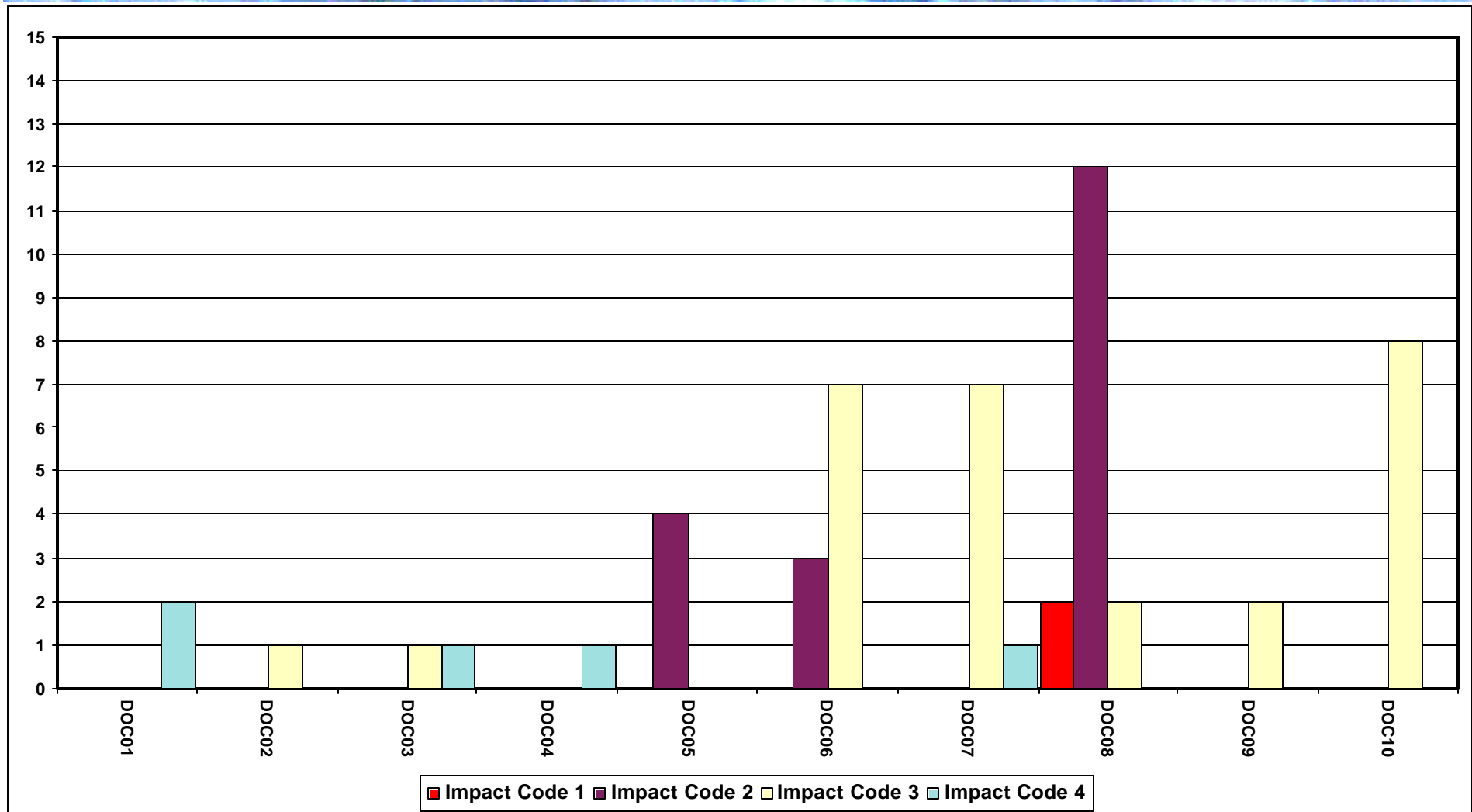
Purple goal is 10 days.

# Measure 2.A. – Requirements Met

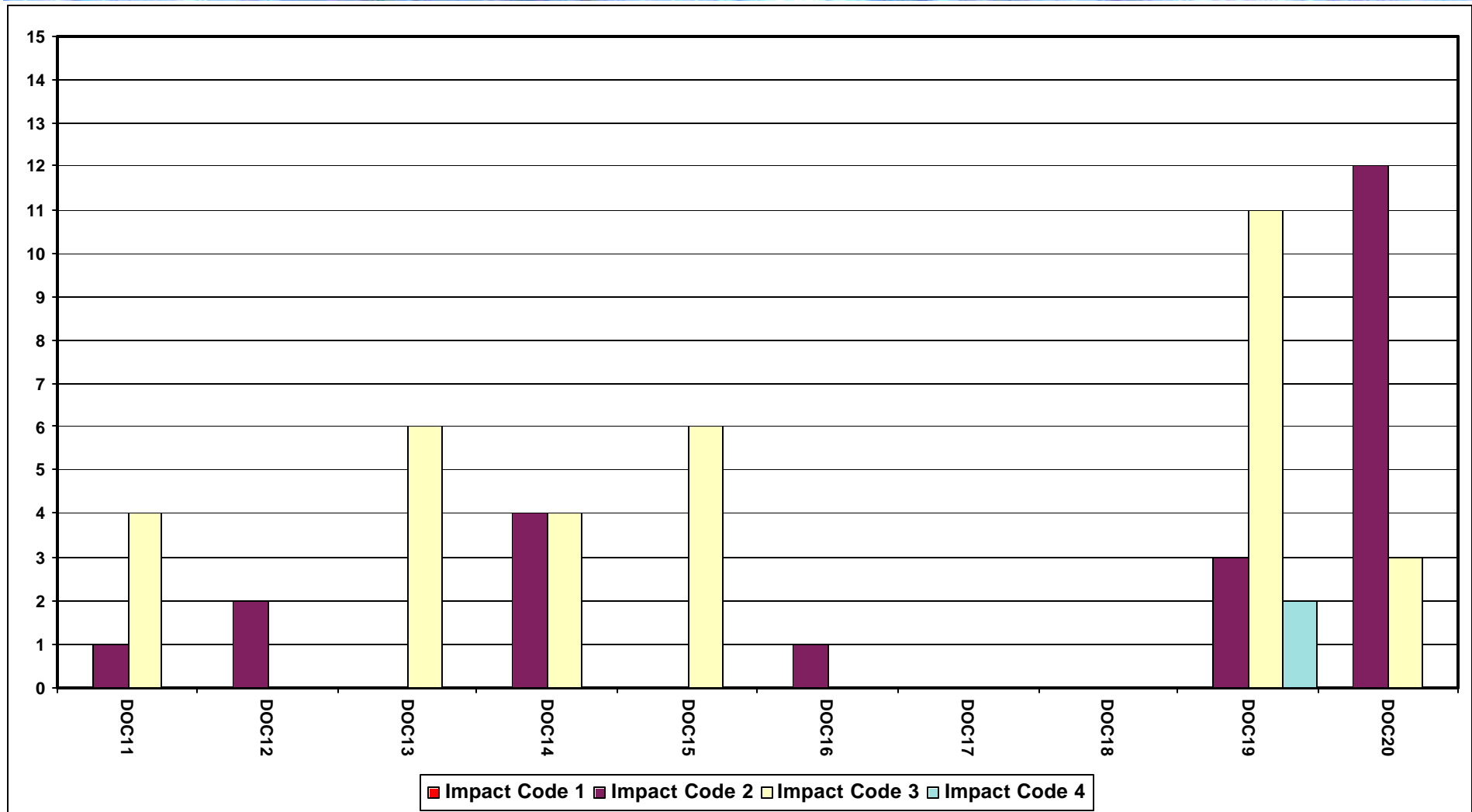


= Passed
  = Failed Code 1's
  = Failed %
  = Failed % and Code 1's

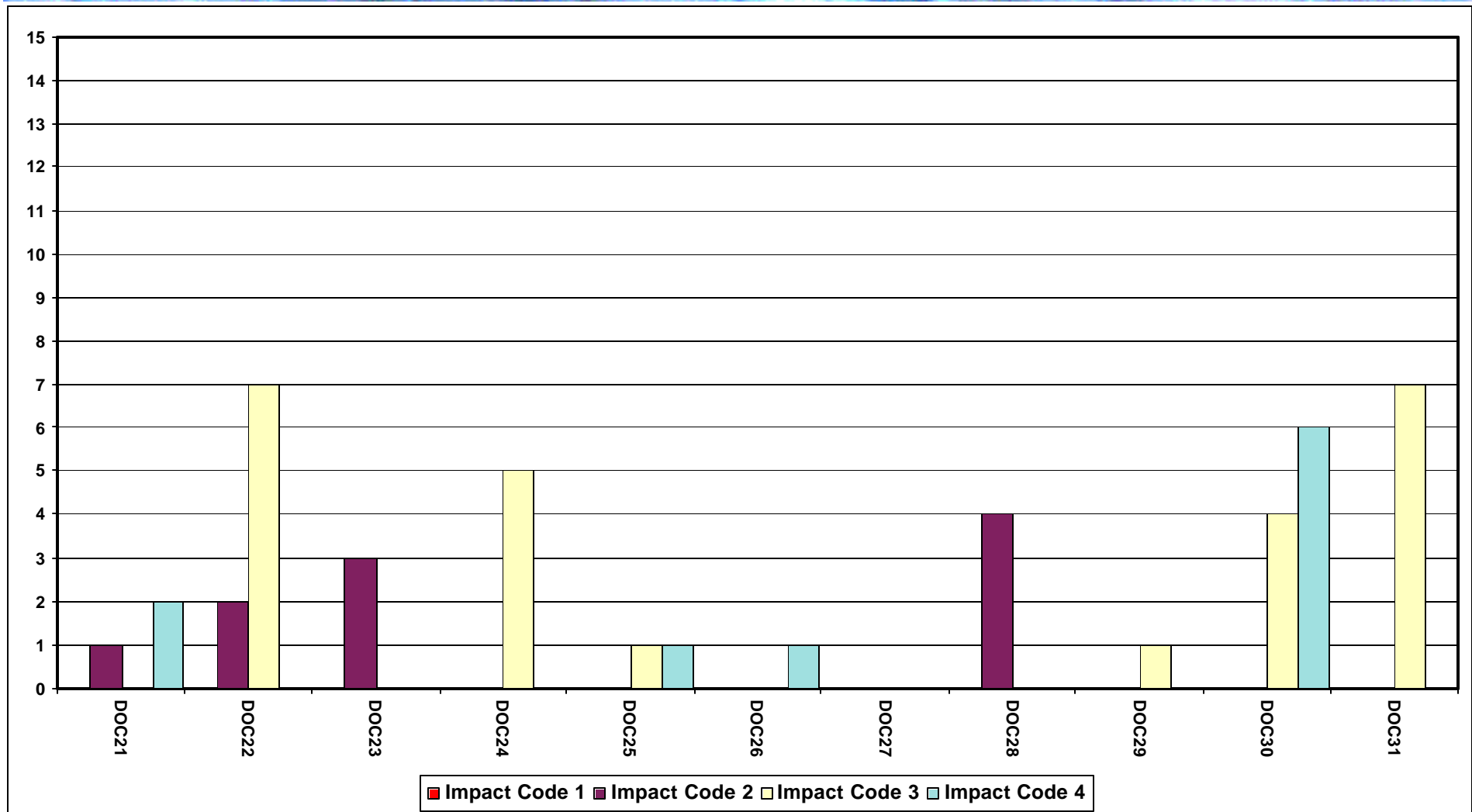
## Measure 2.B. – Requirements Not Met DOCUMENTATION (DOC01-10)



## Measure 2.B. – Requirements Not Met DOCUMENTATION (DOC11-20)

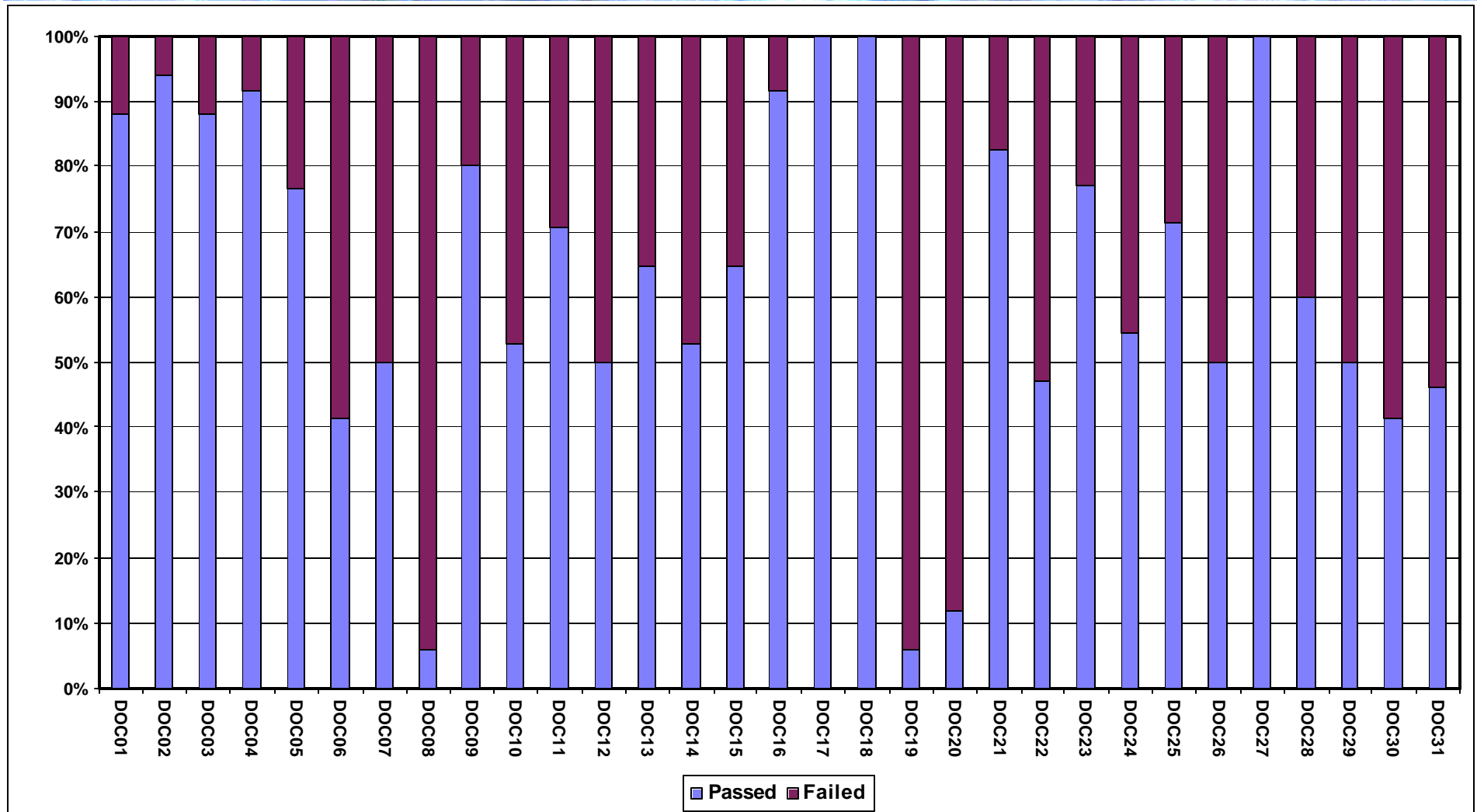


## Measure 2.B. – Requirements Not Met DOCUMENTATION (DOC21-31)

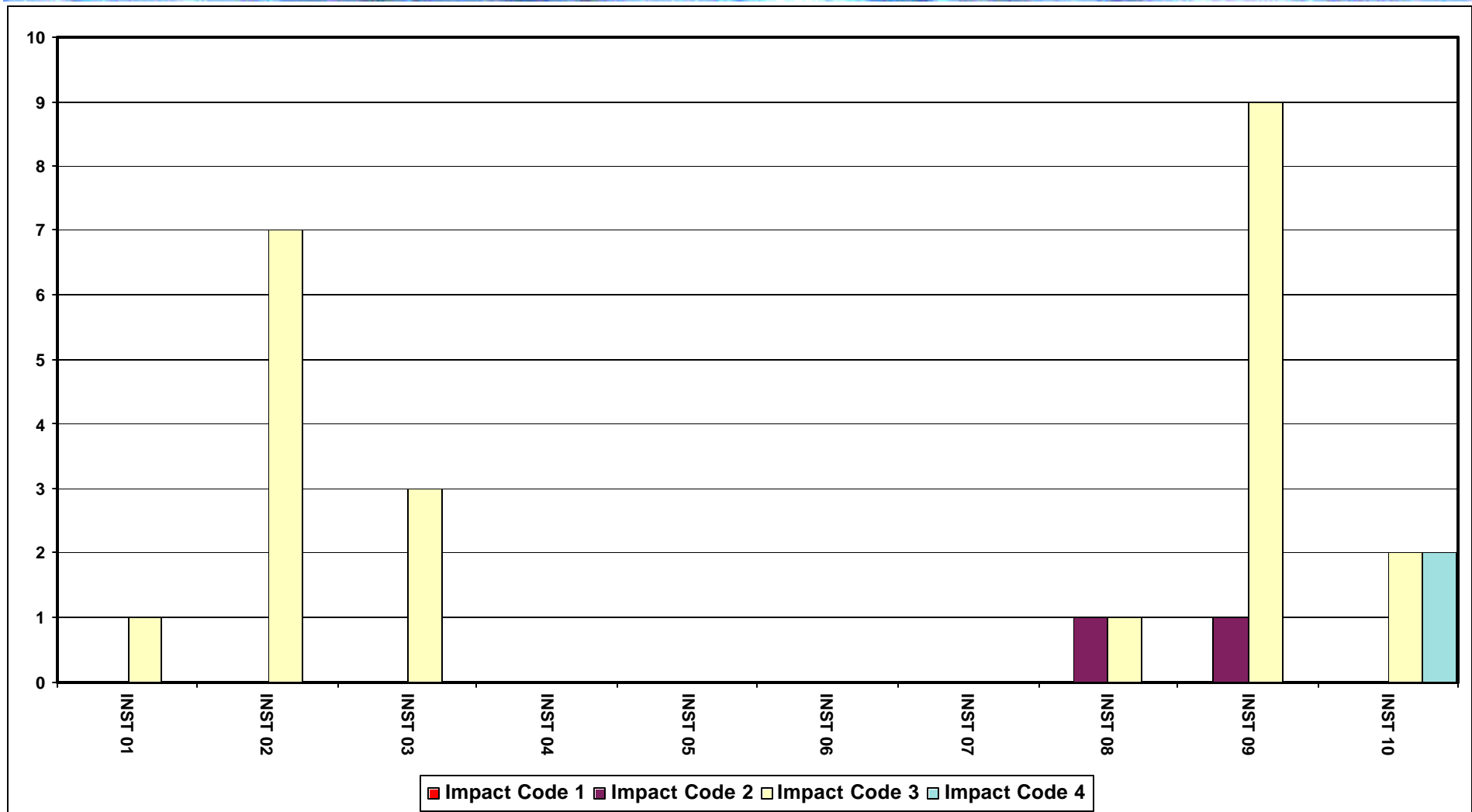




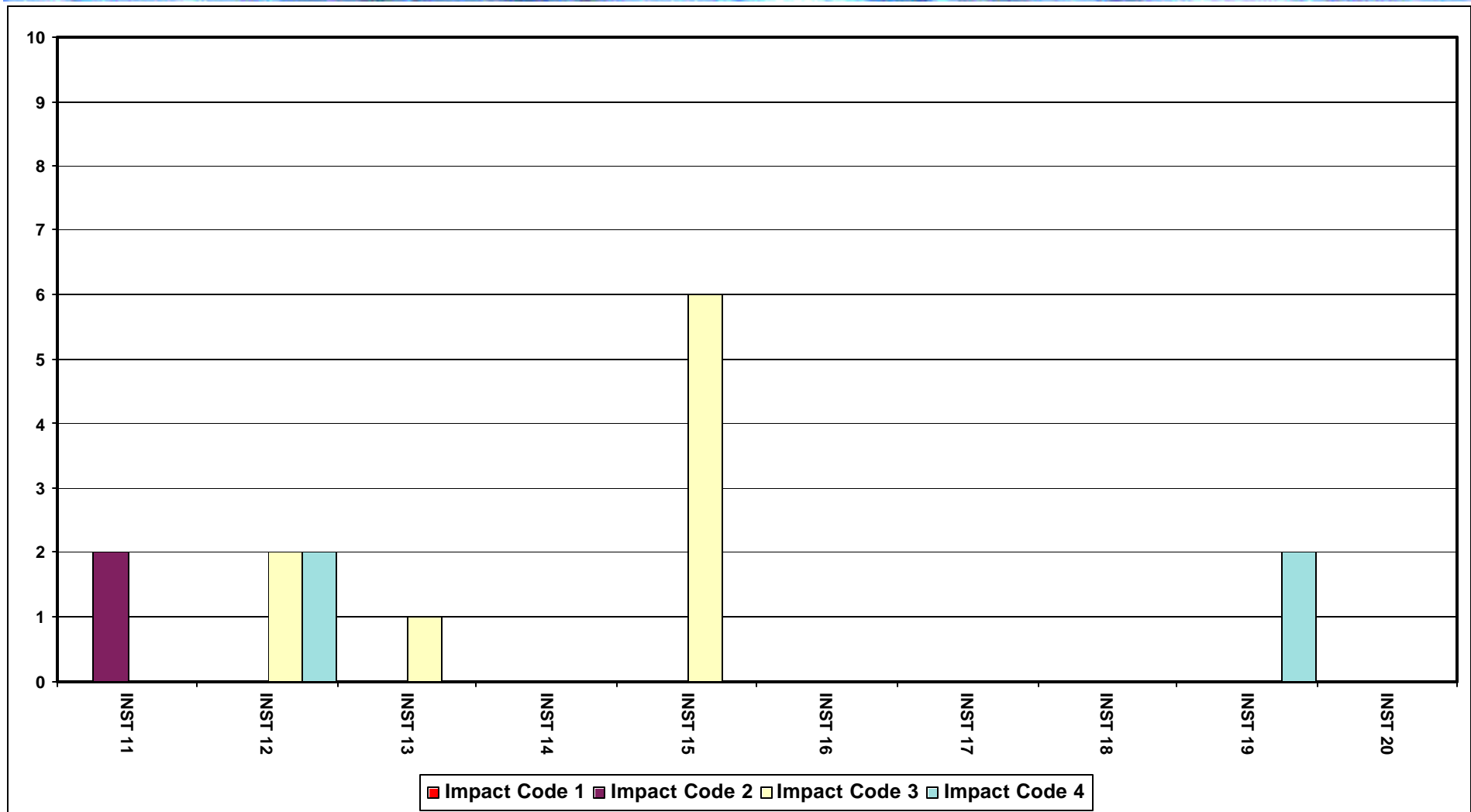
# Measure 2.B. – Requirements Not Met DOCUMENTATION



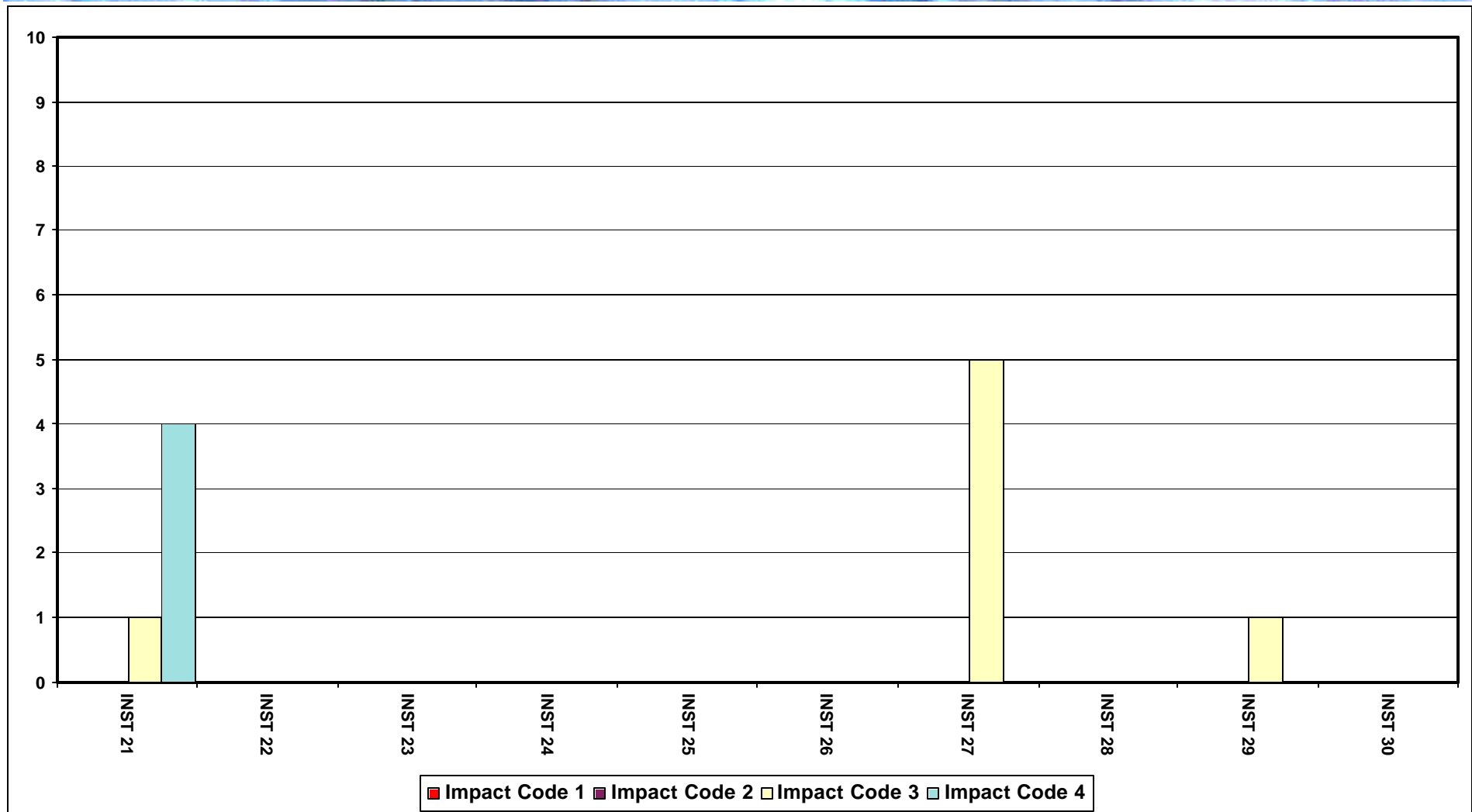
## Measure 2.B. – Requirements Not Met INSTALLATION AND COMPLIANCE (INST01-10)



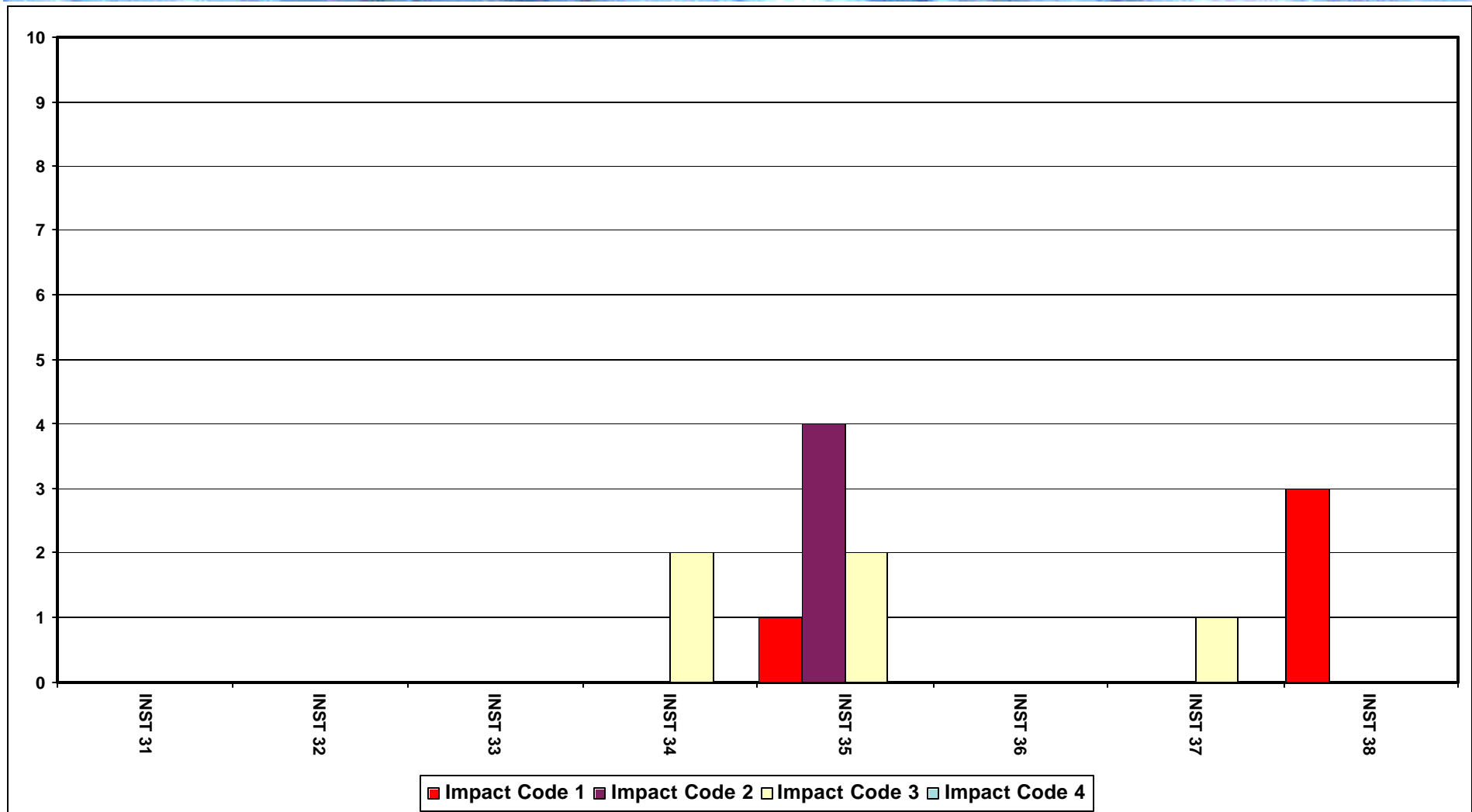
## Measure 2.B. – Requirements Not Met INSTALLATION AND COMPLIANCE (INST11-20)



## Measure 2.B. – Requirements Not Met INSTALLATION AND COMPLIANCE (INST21-30)



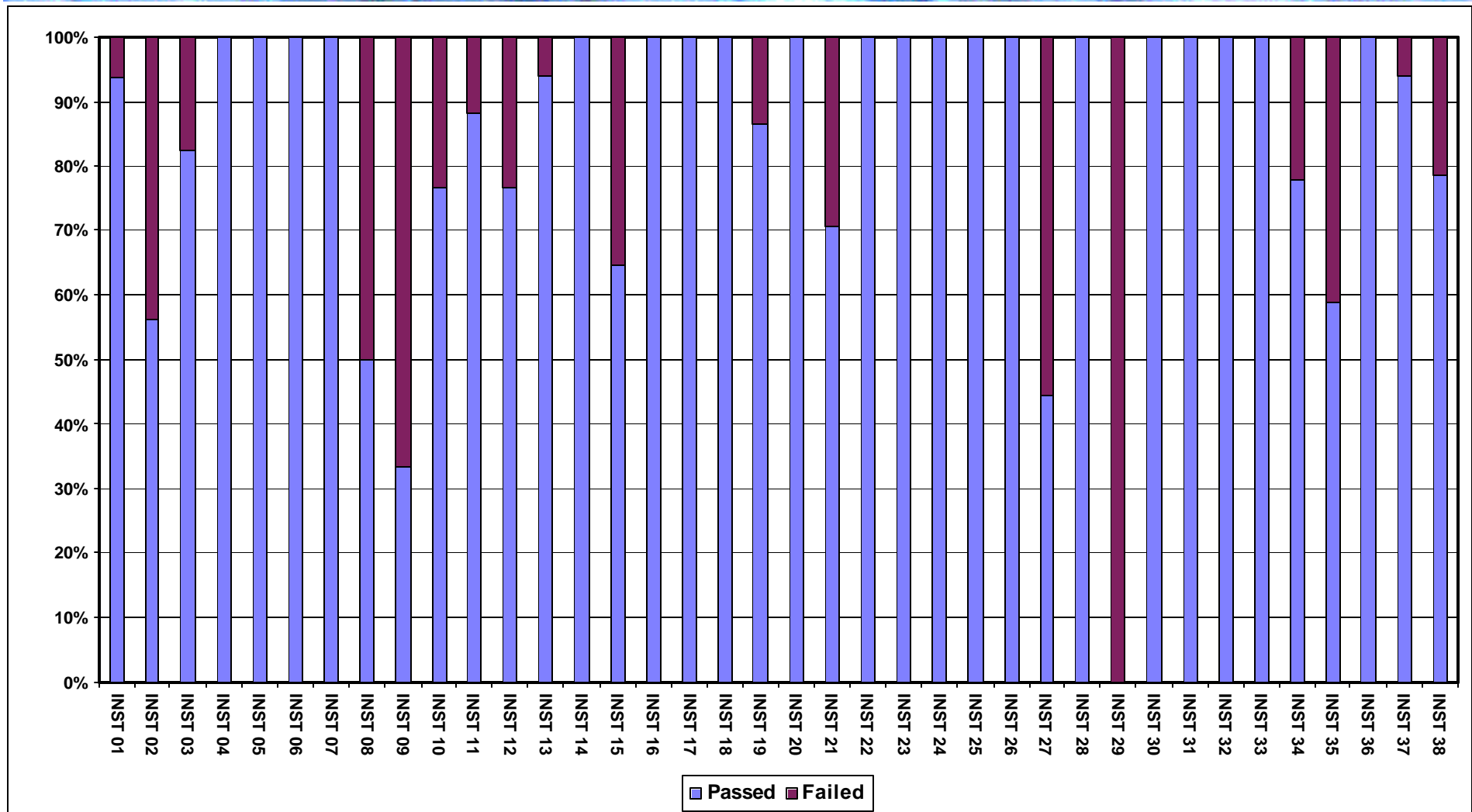
## Measure 2.B. – Requirements Not Met INSTALLATION AND COMPLIANCE (INST31-38)



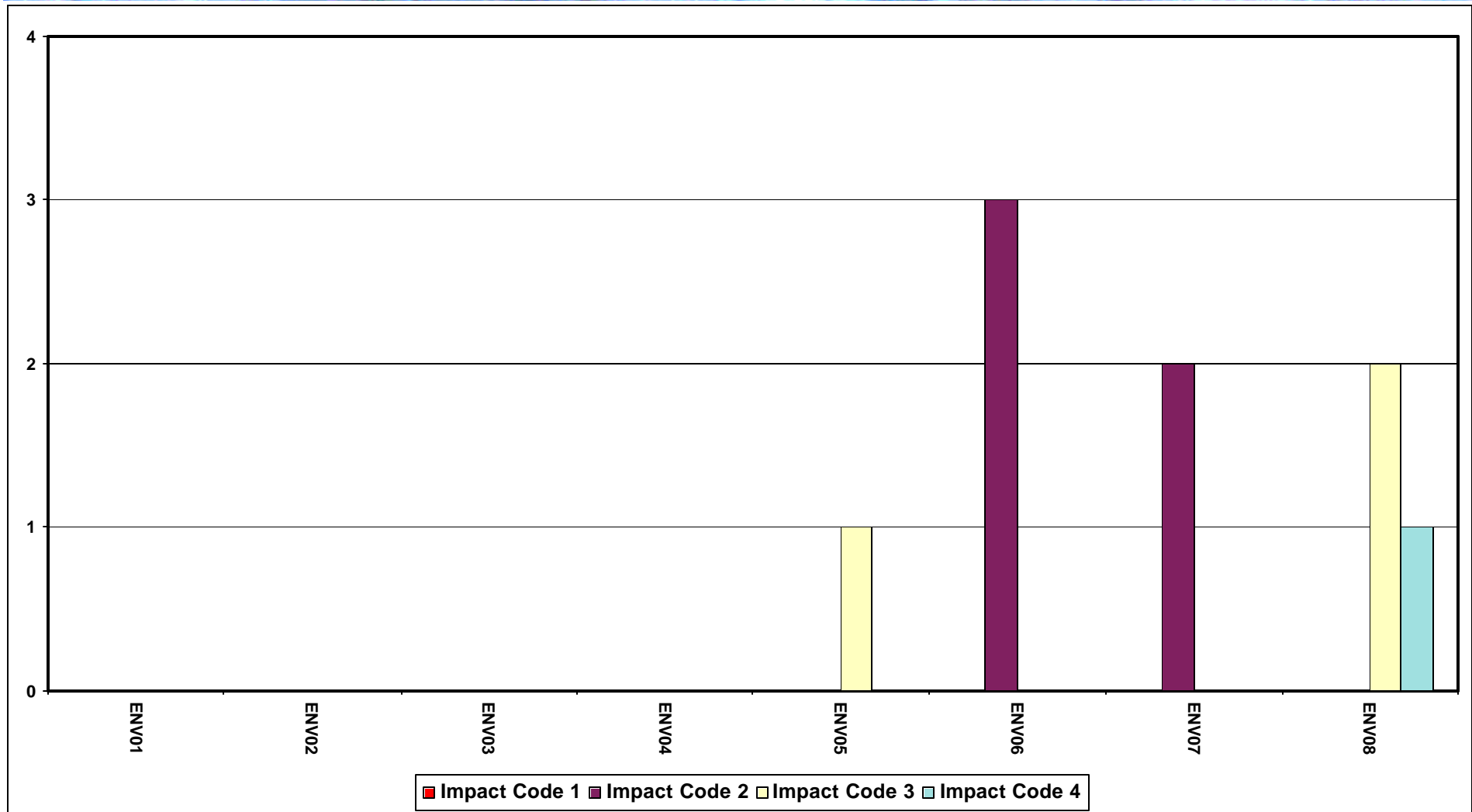


# Measure 2.B. – Requirements Not Met

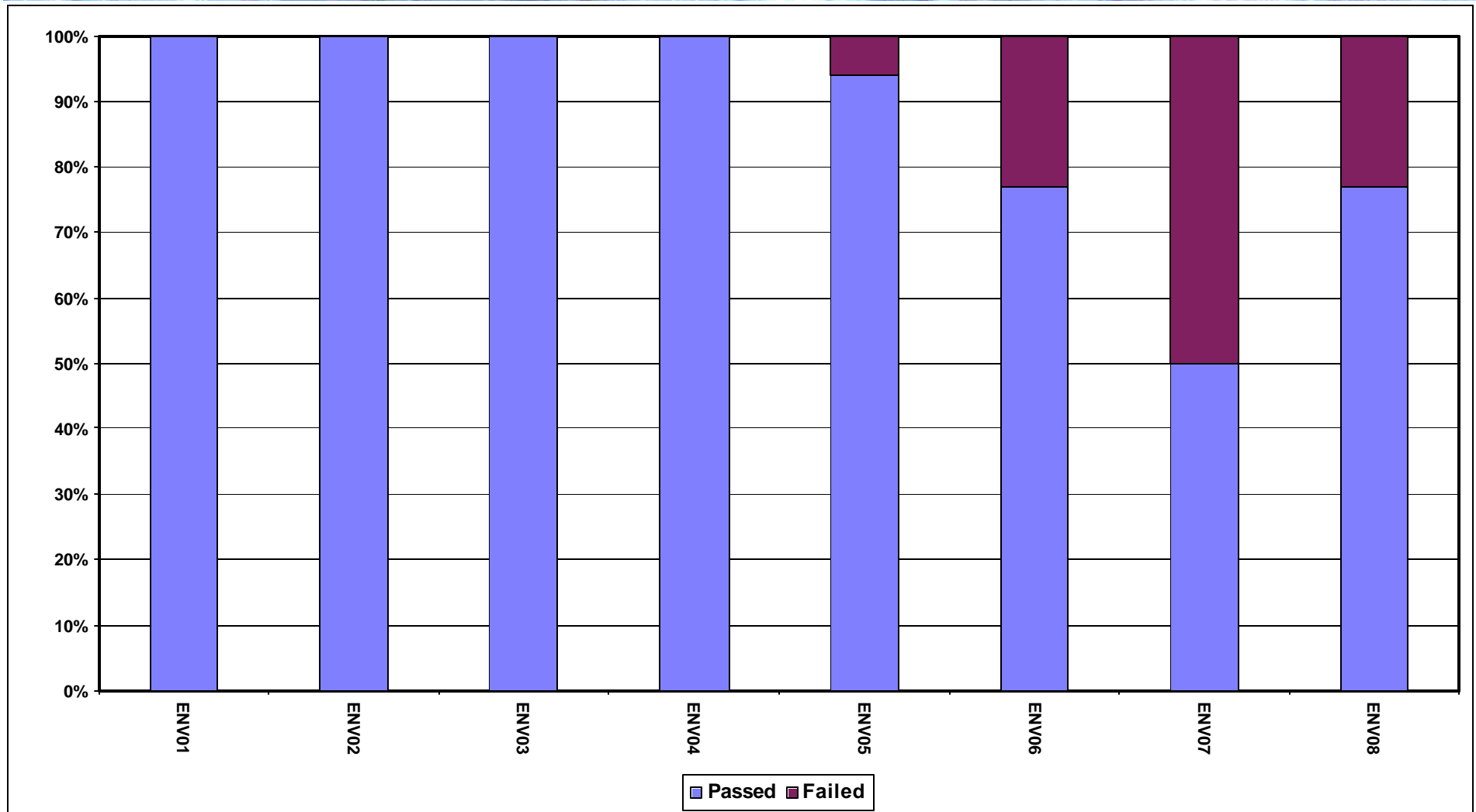
## INSTALLATION AND COMPLIANCE



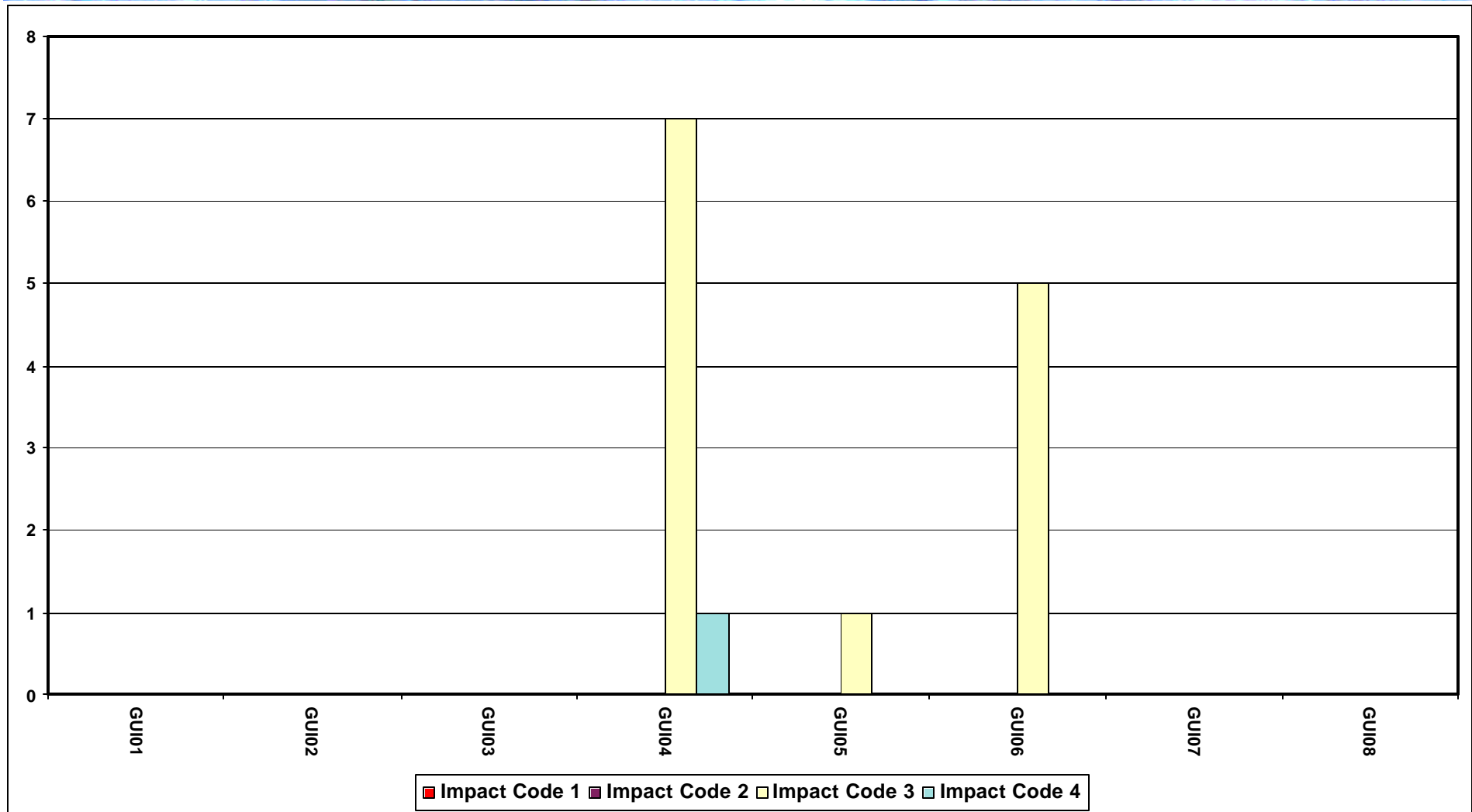
# Measure 2.B. – Requirements Not Met ENVIRONMENT



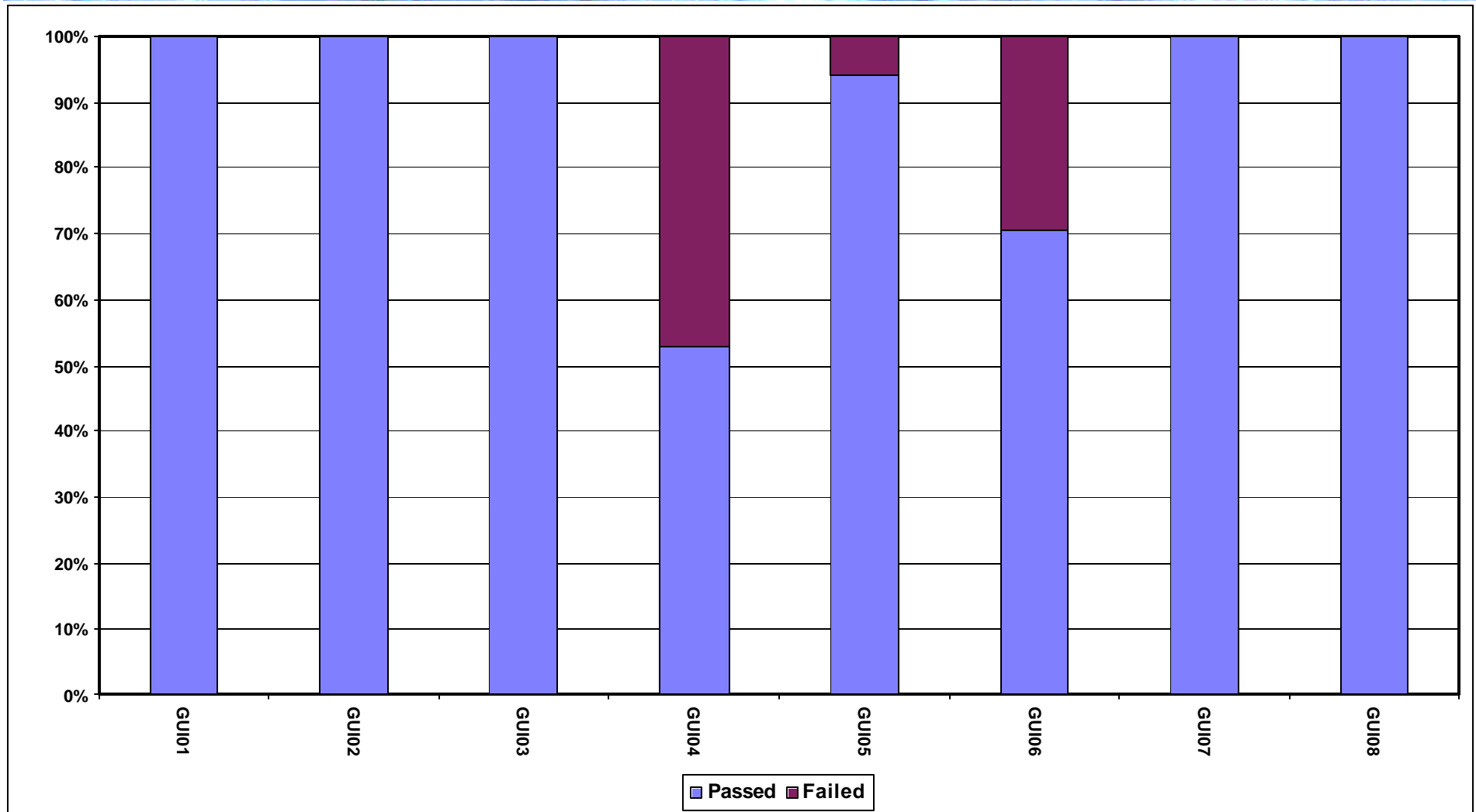
# Measure 2.B. – Requirements Not Met ENVIRONMENT



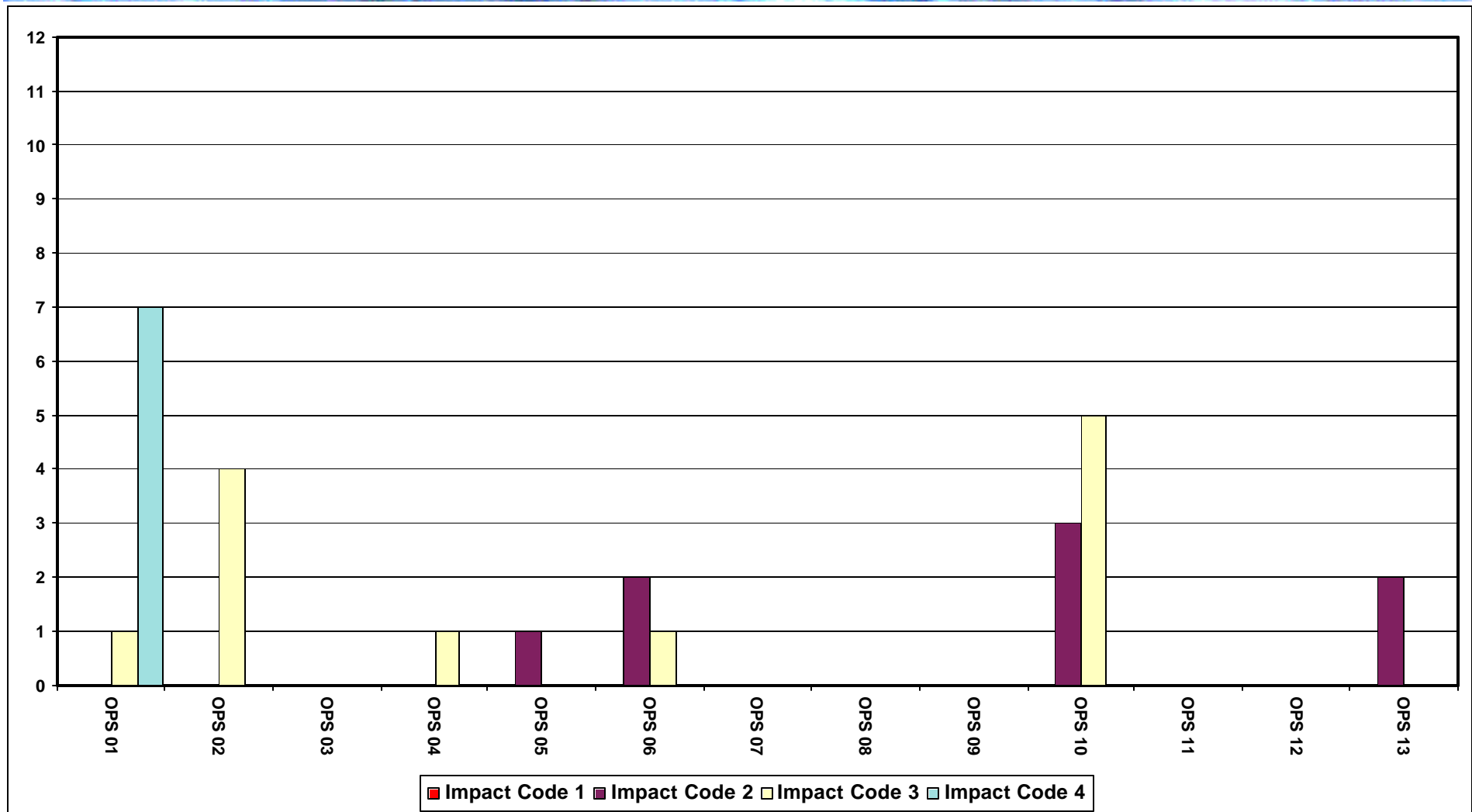
## Measure 2.B. – Requirements Not Met GRAPHICAL USER INTERFACE



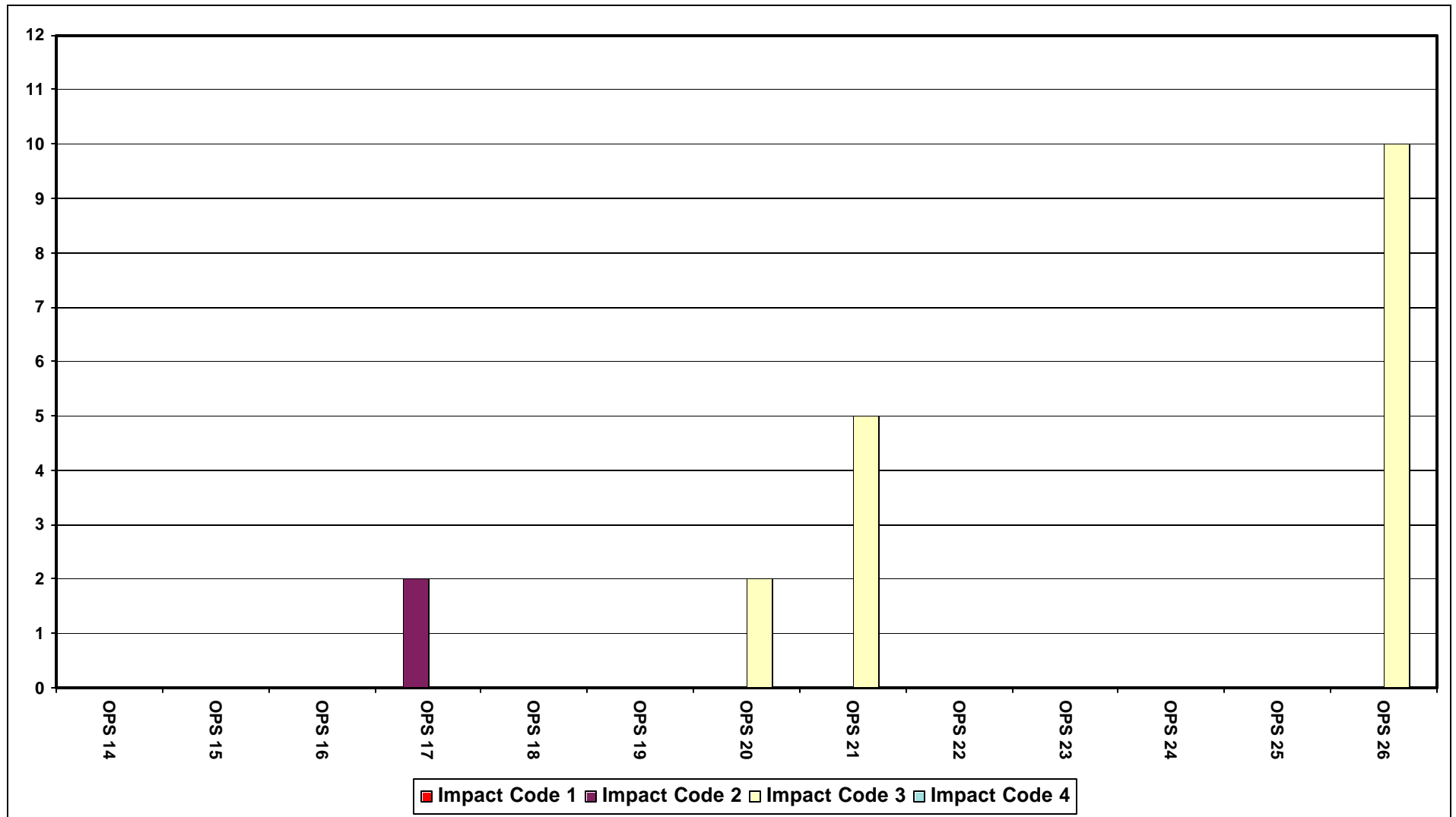
## Measure 2.B. – Requirements Not Met GRAPHICAL USER INTERFACE



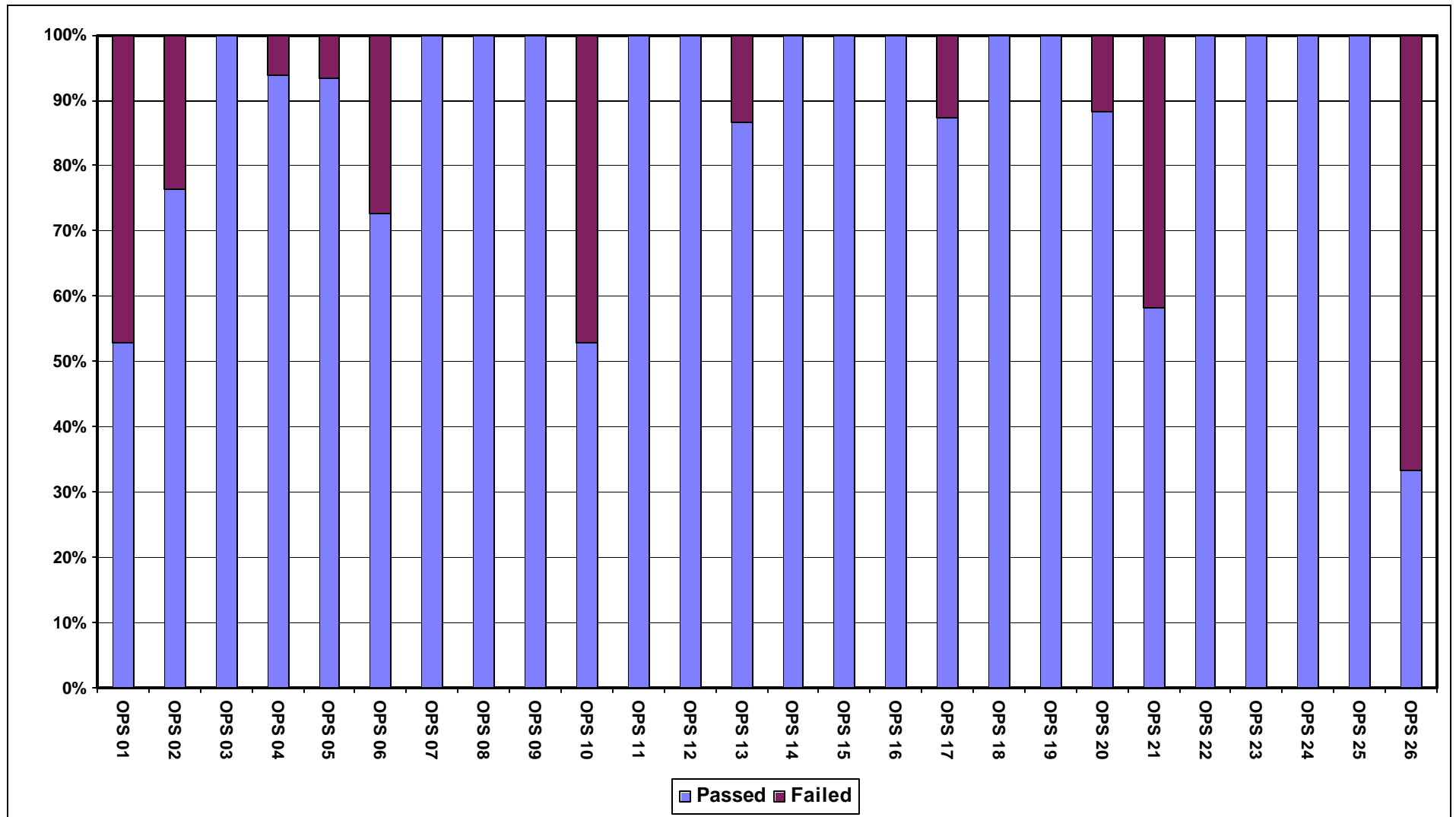
## Measure 2.B. – Requirements Not Met OPERATION (OPS01-13)



## Measure 2.B. – Requirements Not Met OPERATION (OPS14-26)

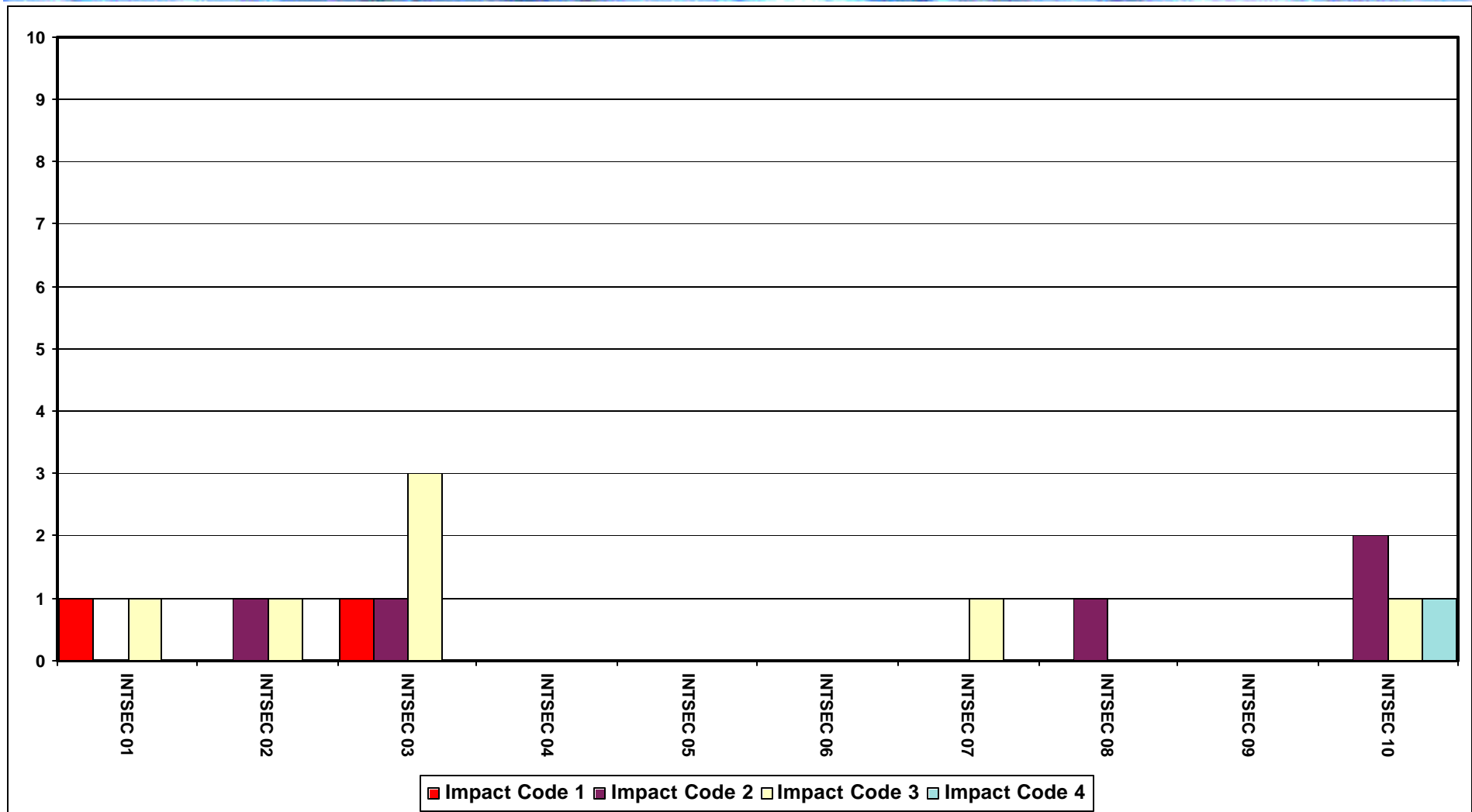


# Measure 2.B. – Requirements Not Met OPERATION

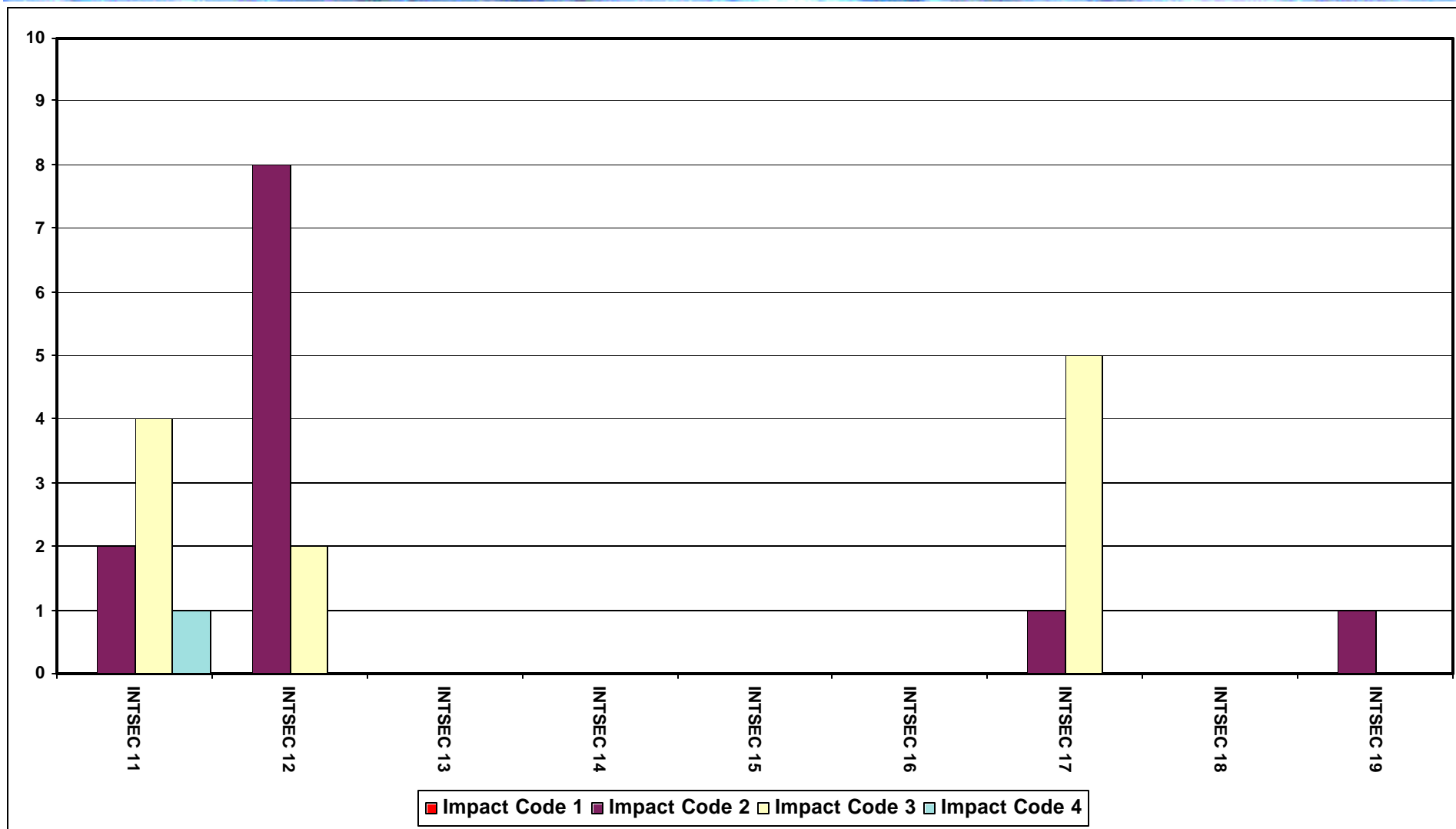




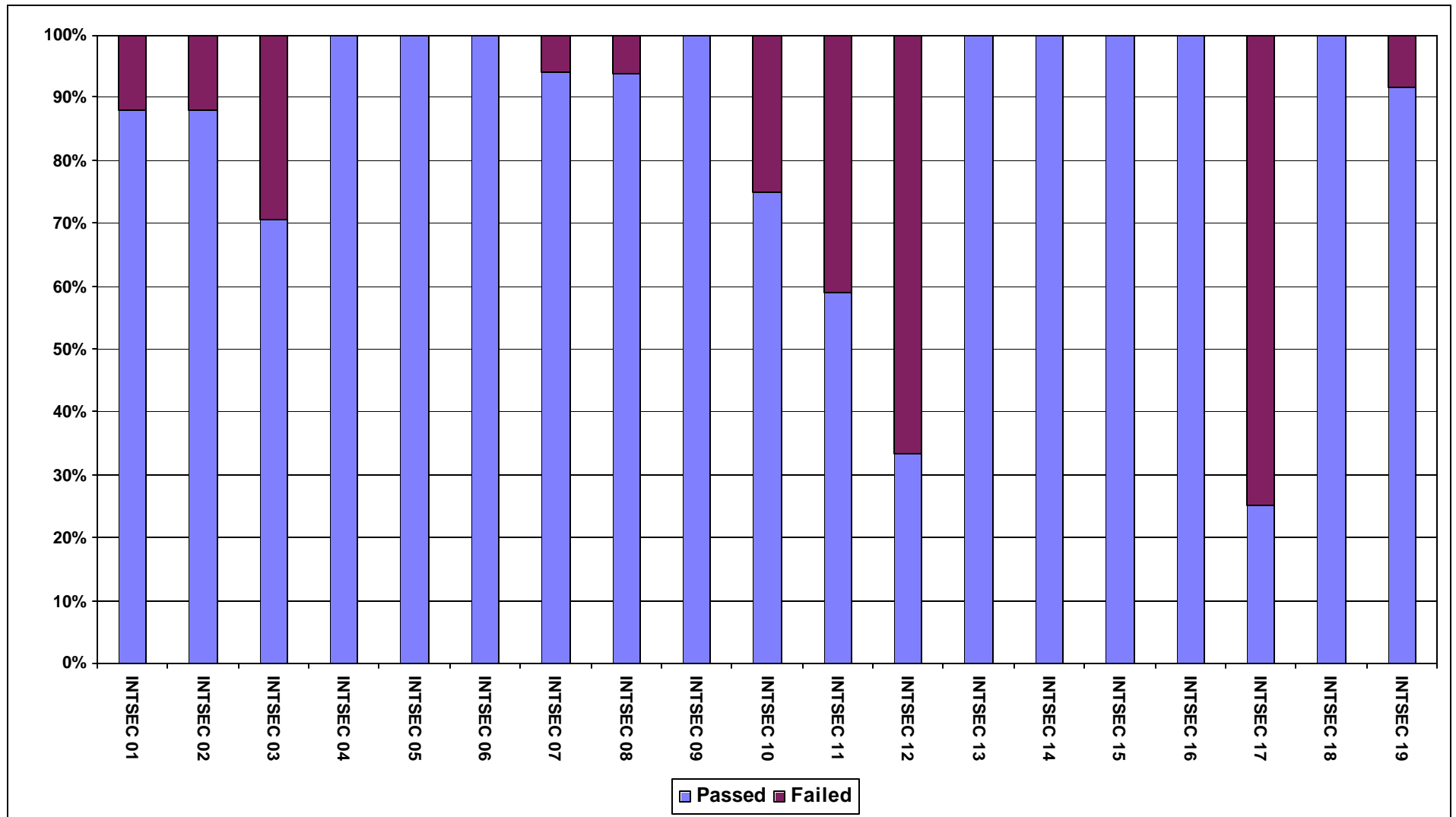
## Measure 2.B. – Requirements Not Met SECURITY (INTSEC01-10)



## Measure 2.B. – Requirements Not Met SECURITY (INTSEC11-19)



# Measure 2.B. – Requirements Not Met SECURITY



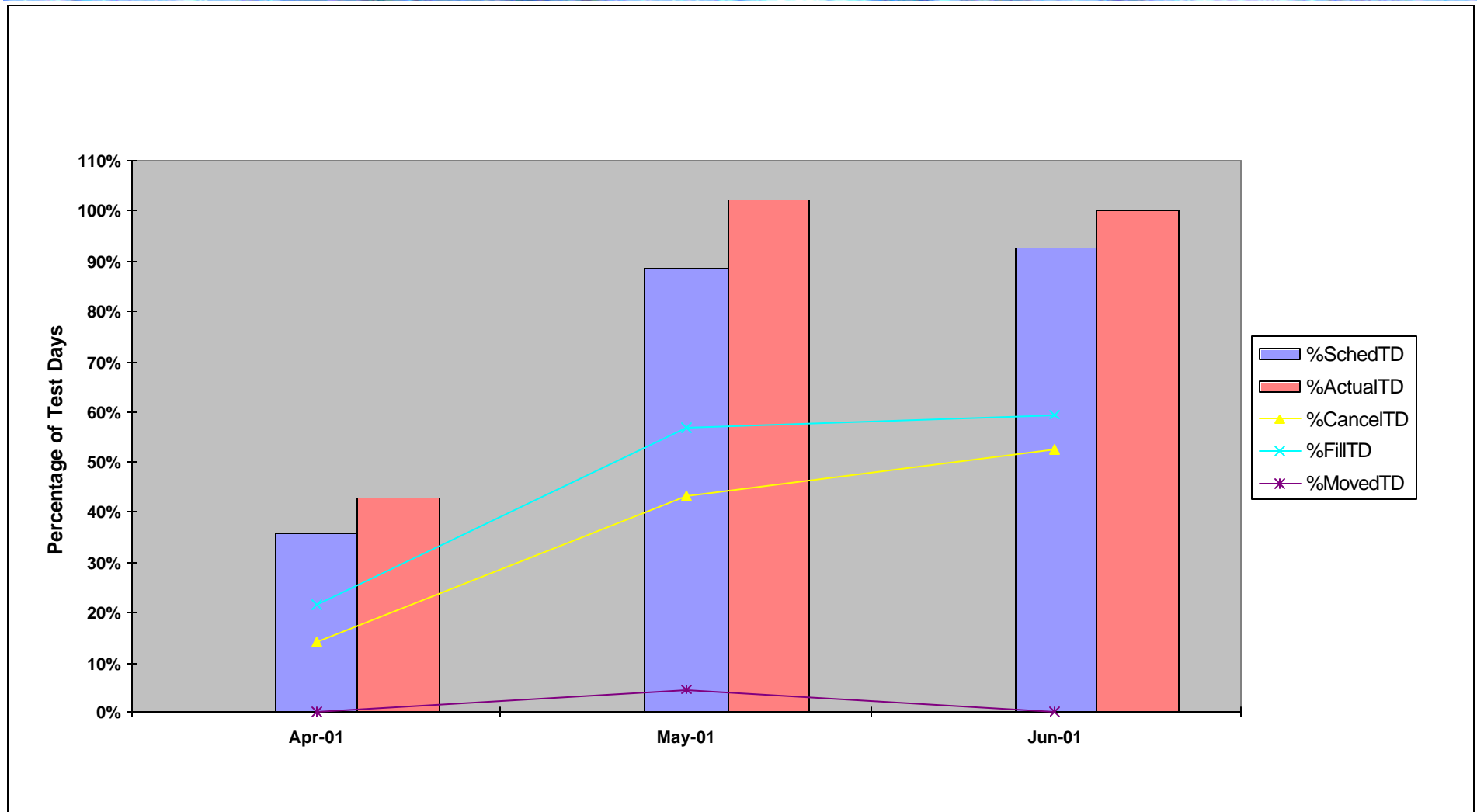
## Measure 3.A – Schedule Volatility

### IMA movement on Schedule



- The following tests appeared on the schedule during the 3rd Quarter of FY2001:
  - ISSE Guard v3.2, JDISS v3.3.1, FORMMS-HARMONY v3.0, IESS v4.2 Upgrades, ISSE Guard v3.2.0.1, Broadsword v3.0 Patches, MTIX v1.0, JDISS v3.3.1 PRISM Retest, IESS v4.2 SPG, MAKO v5.0, CSP v5.7, JATS v1.2, PF Portal v1.0, DP v1.0, JIVA docs, MIDB v2.0.3.2.1, EAC v2.0, JTT v2.0 Retest, Broadsword v3.0 CDMI Patch, MDITDS v1.1.1, CSE v1.4.3, EAC v2.0 Retest, IESS 4.2.0.1 & 4.2.0.2 patches, Broadsword v3.0.1
- Total of 24 instances of IMA scheduling.
- Of these 24, 19 had movement (cancellation, movement, or fill-in) within 30 days of scheduled test dates.
- Of these, **79.2%** had schedule changes within 30 days of the test event.
  - Schedule changes can be an entire rescheduling/cancellation of the test event (5 IMA test events), using less days than anticipated (4 IMA test events), or using more days than anticipated (2 IMA test events).

## Measure 3.A – Schedule Volatility



# Measure 3.B – Comments Against Test Report



## • Other

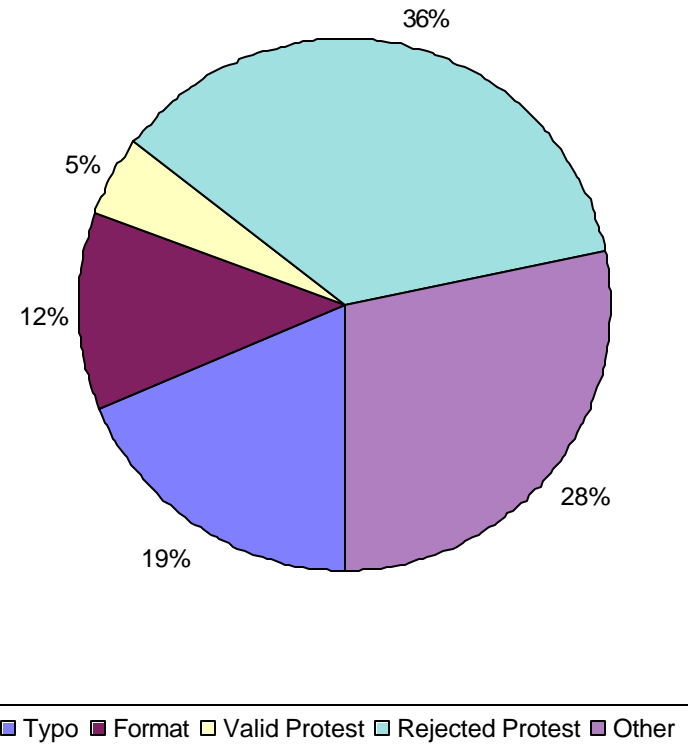
- Projection of future actions
- actions taken after the test
- requests for information
- commentary, etc.
- NOTE: Actions taken after the test often include submission of updated documents with the comments against the draft test report for removal of documentation finding.

## • Protest - Valid or Rejected

- pointing out that a requirement does not apply
- requesting that the finding not apply because the cost to fix the finding is too high.
- requesting that the finding apply to another SW portion of an integrated test (e.g. against Oracle or the OS and not the IMA).
- requesting a different impact code.
- requesting removal of the finding based on different interpretations of the requirement.

## • Typo

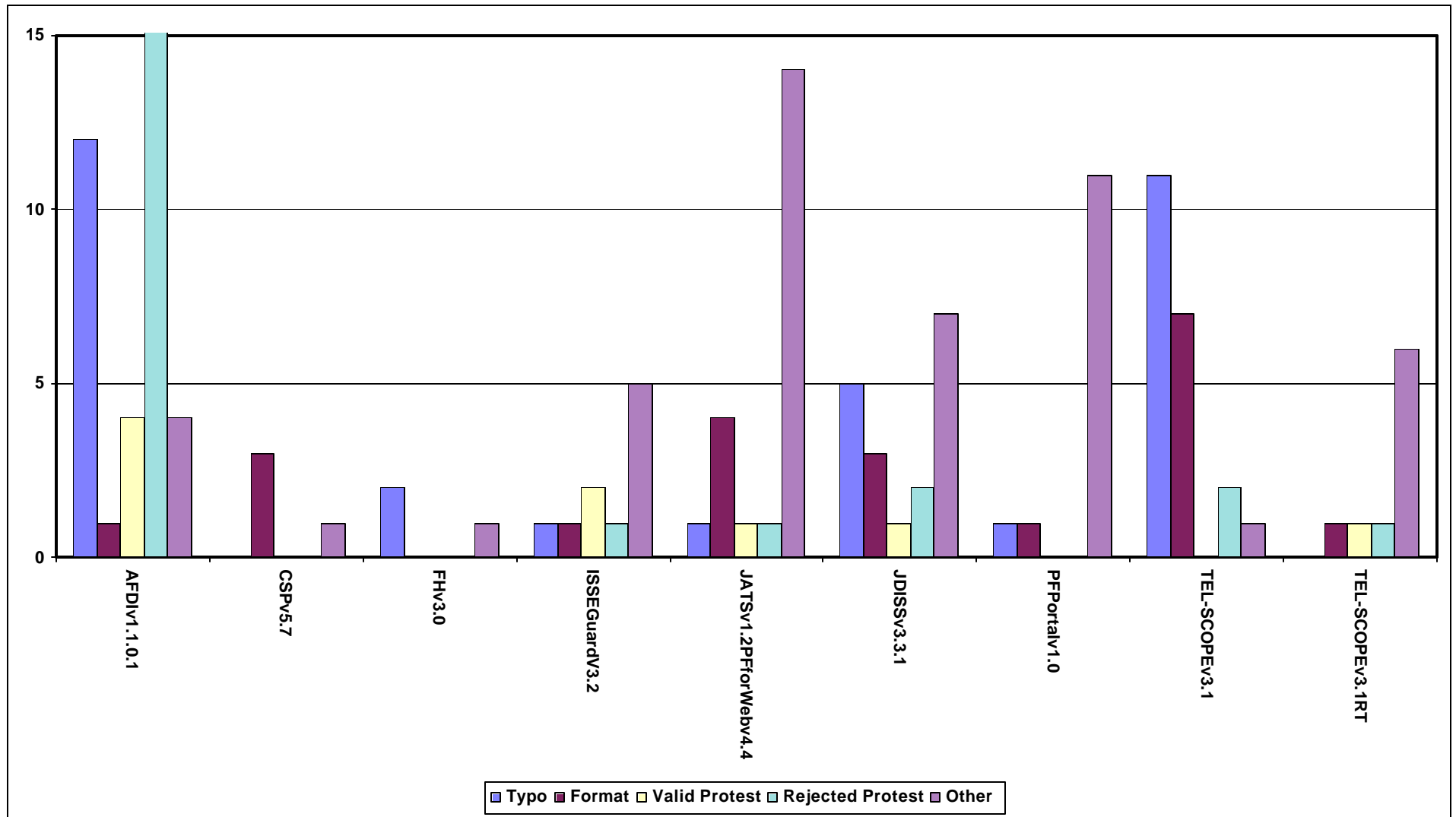
- Spelling, content, and grammatical errors.



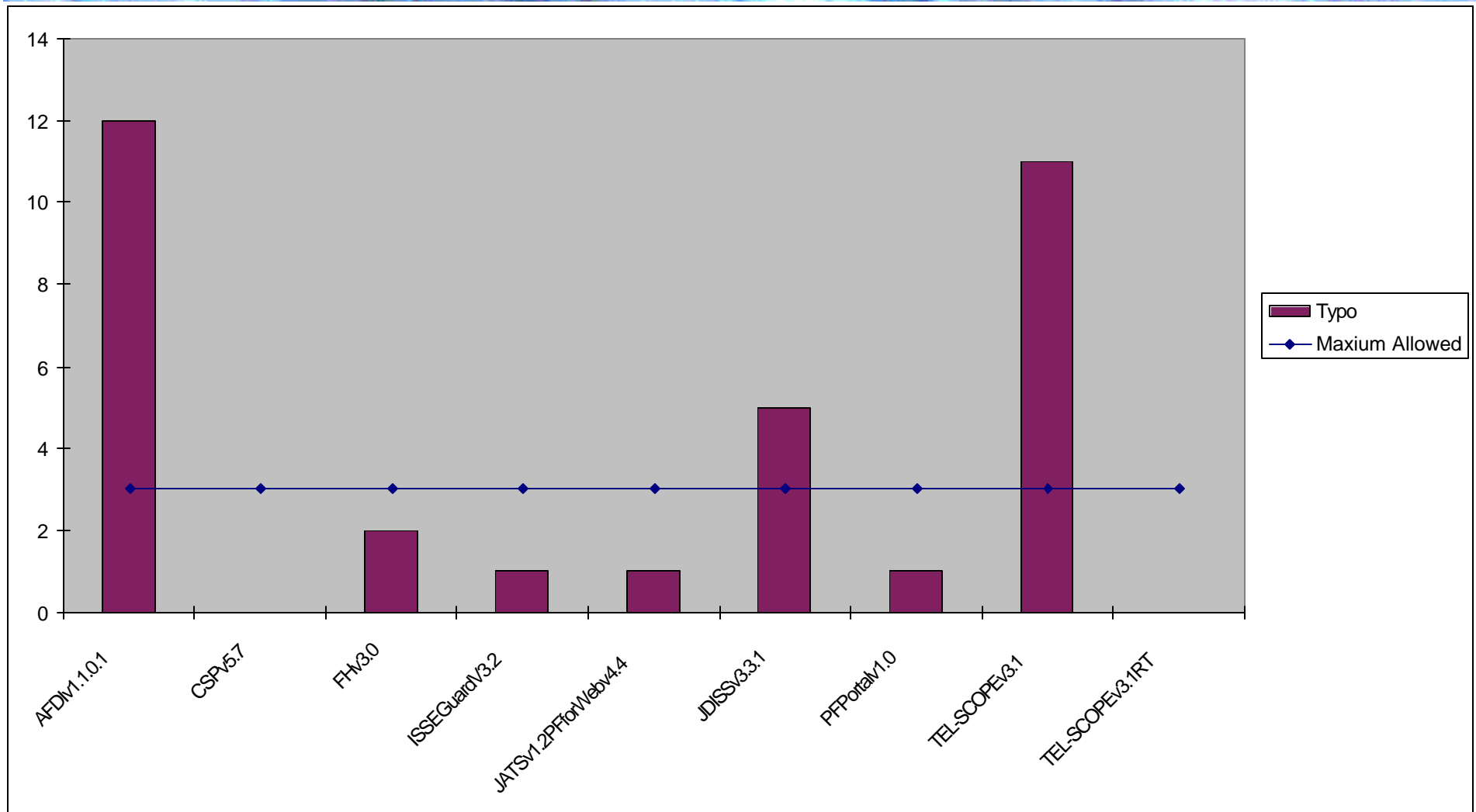
## • Wording (Format)

- same idea with phrasing changes. Commonly called word-smithing.

# Measure 3.B. – Comments Against Test Report

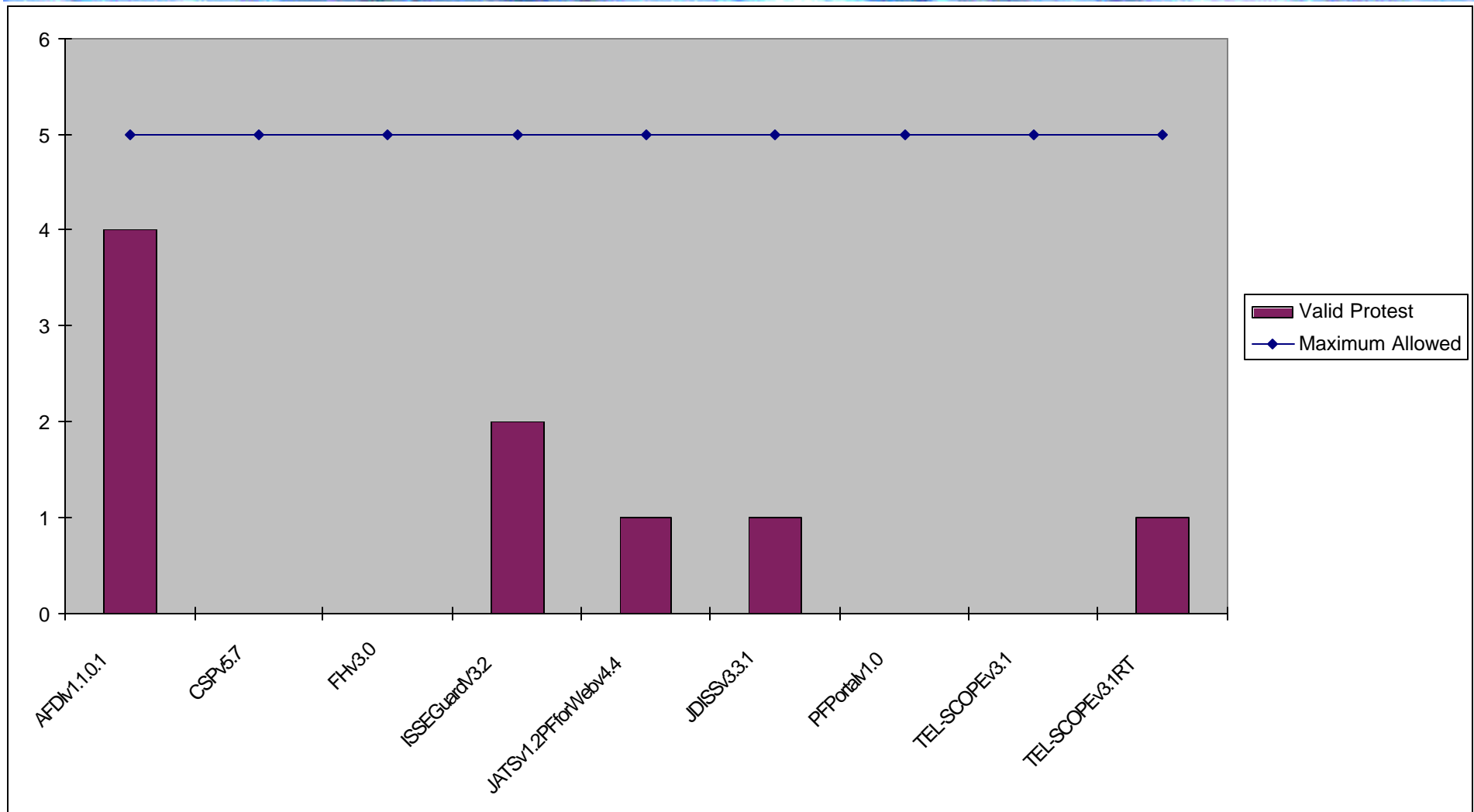


## Measure 3.B. – Comments Against Test Report





## Measure 3.B. – Comments Against Test Report





## Actions This Quarter

- New survey was implemented and old survey data was converted to new survey format for continuing performance measurement.
- This quarter had an extraordinary amount of retests and patch evaluations. This caused the Test Reps (Connie and Jean) to address procedures.
- PMP is to be modified for 1st Quarter of FY 2002 as follows:
  - Remove the Requirements not portion which shows highest IC findings per period.
  - Develop new metric utilizing the following source data:
    - Tested products by Agency
    - Pass/fail percentages by Agency
    - Code 1 pass/fail rates by Agency
    - Tentative Performance Goal: Improve passing rate by Agency by 20% over FY2002.